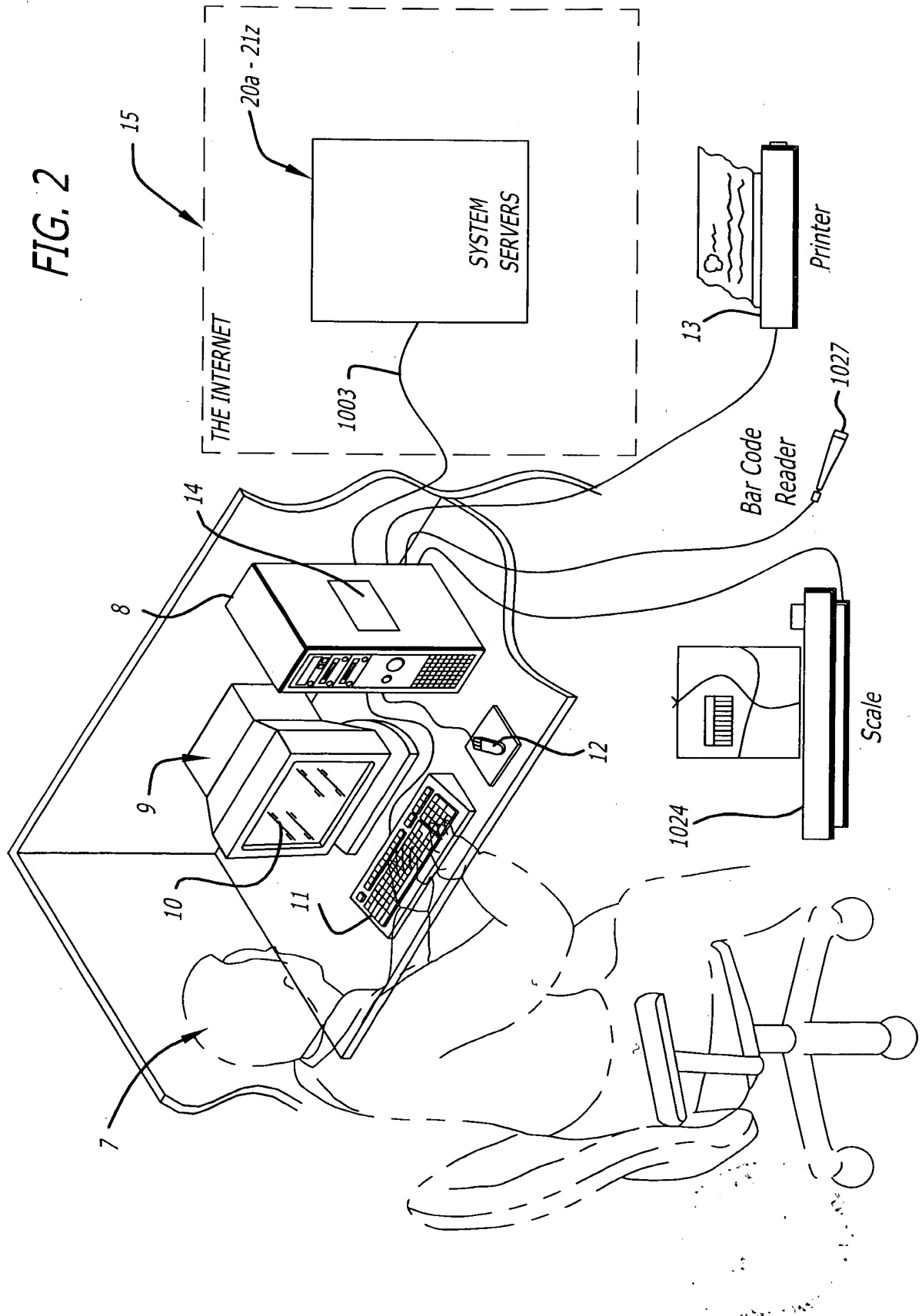
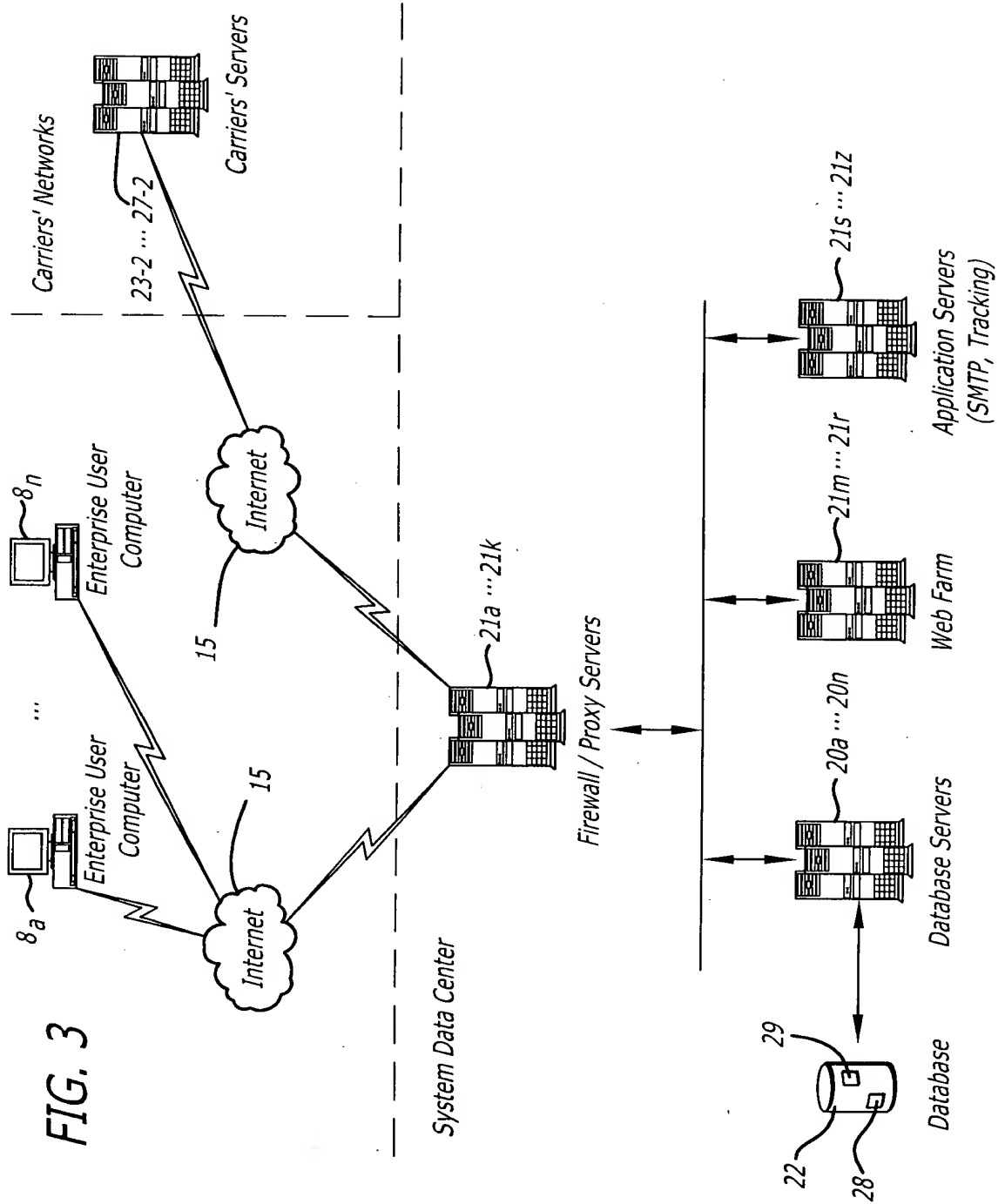


FIG. 1

FIG. 2





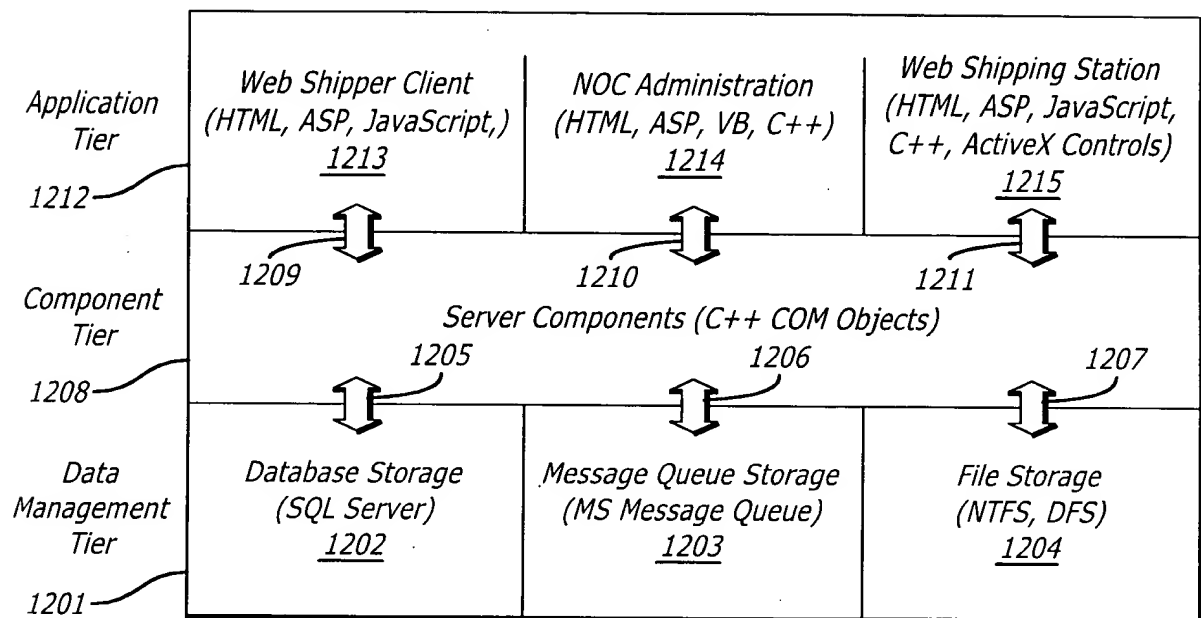
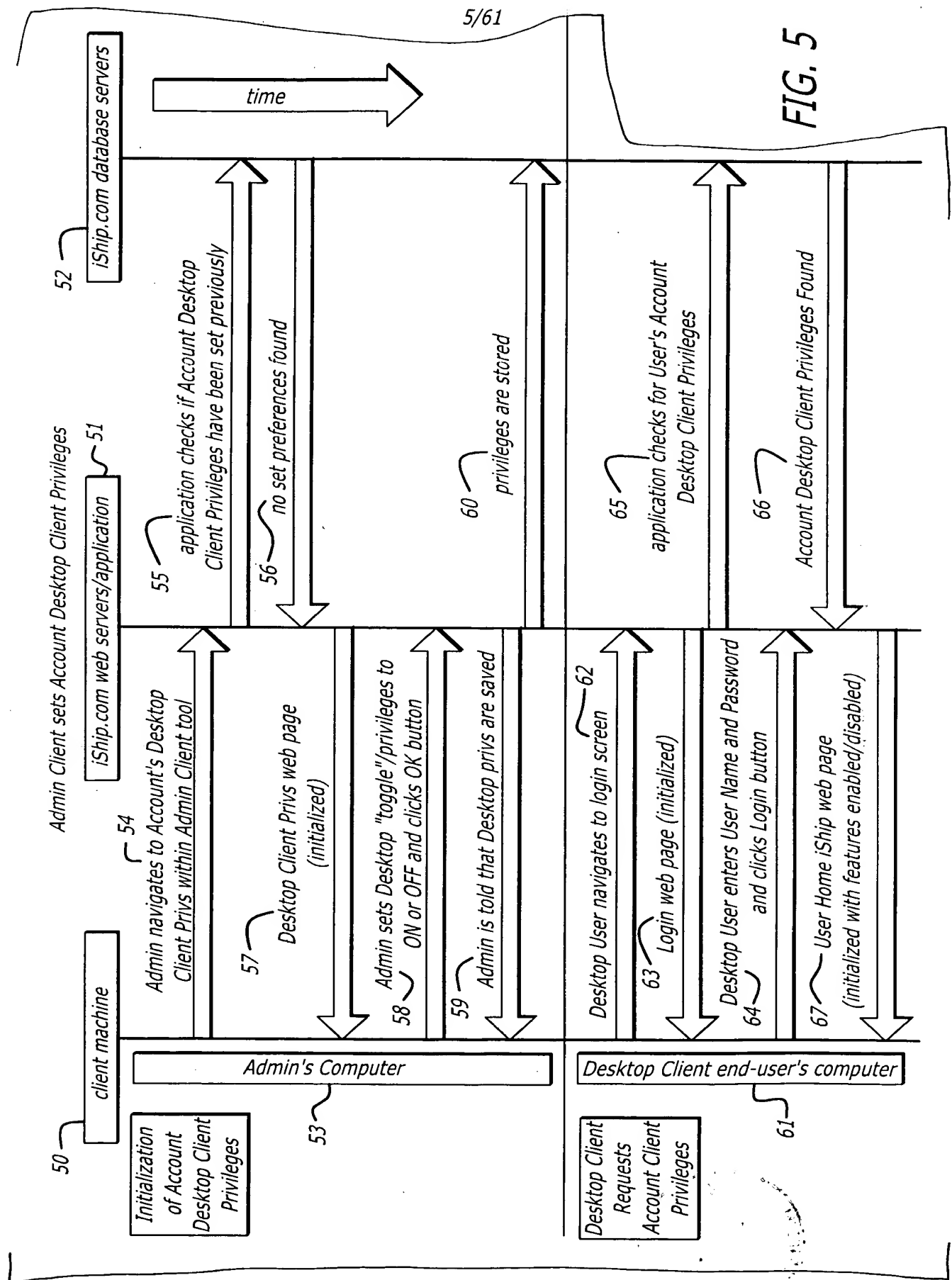
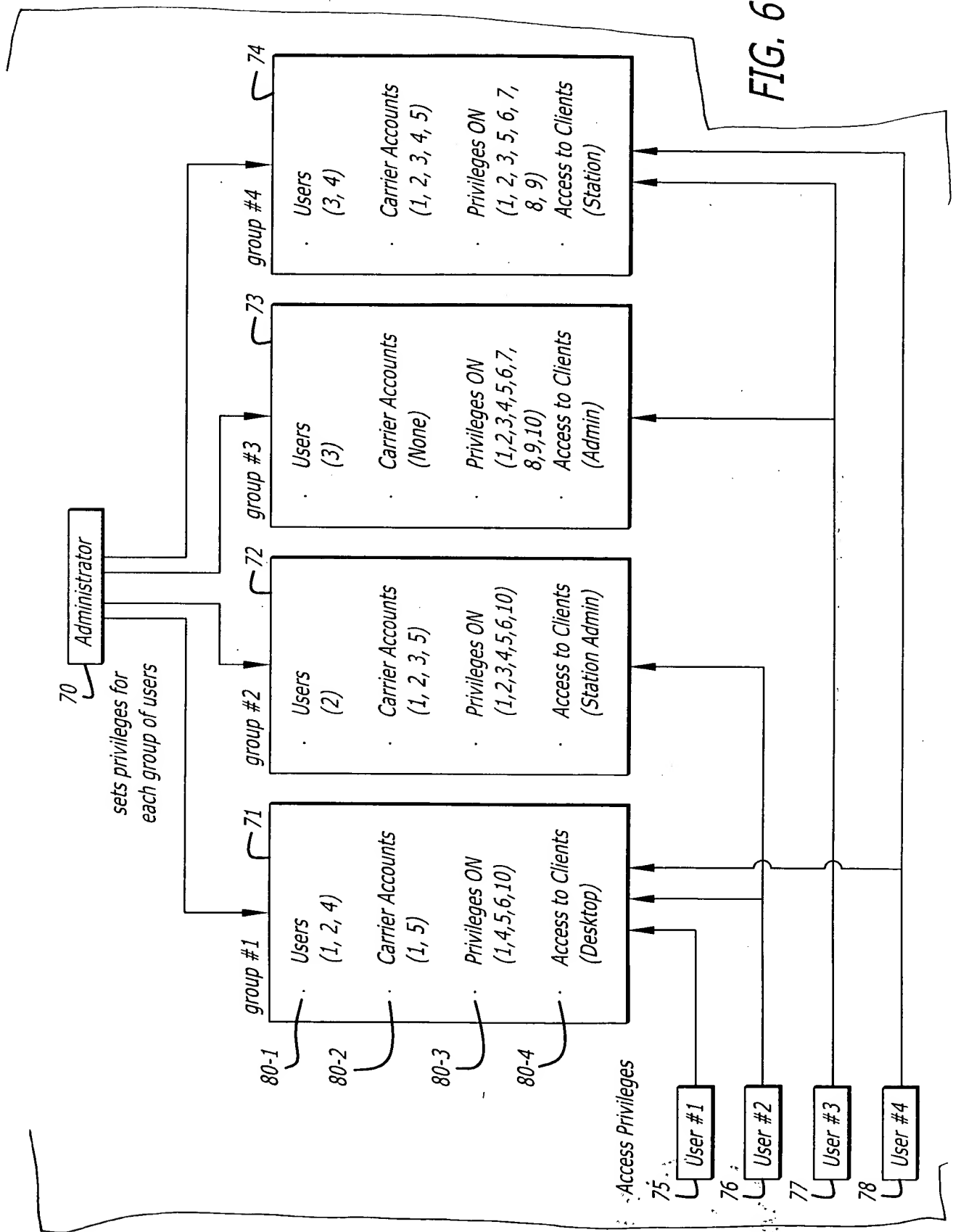



FIG. 4







Welcome to iShip.com

My iShip Help

# Log On

Registered Users

Enter your user ID and Password then click Next. Your User ID is usually your e-mail address.

User ID:

Password:

☒ Remember my name and Password for easy log on.

Password Recovery

If you cannot remember your Password, please check your e-mail records for your Sign Up notification. If you are unable to find your notification, click [Recovery](#) and we will attempt to recover your Password. [Help]

New Users

If you would like to join iShip.com or learn more about using our shipping service, click [Register](#) or visit our [Home Page](#) and click on [How it Works](#). [Help]

Having trouble?  
Questions or comments




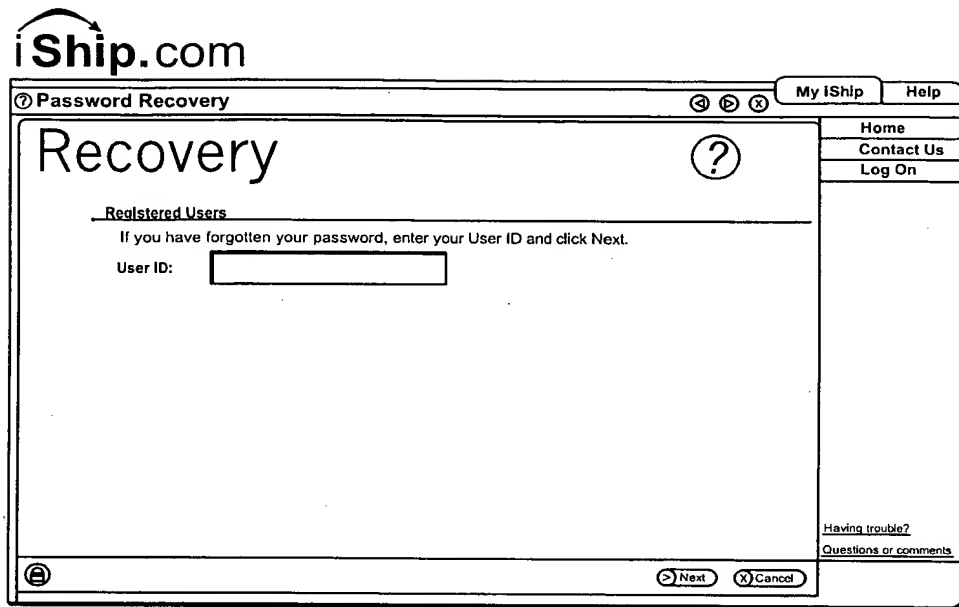
  Next  Cancel

FIG. 7



The screenshot shows a web browser window with the iShip.com logo at the top left. The browser's address bar displays "Password Recovery". The page title is "Recovery" with a question mark icon. A sidebar on the right contains links for "Home", "Contact Us", and "Log On". The main content area is titled "Registered Users" and contains the text: "If you have forgotten your password, enter your User ID and click Next." Below this is a text input field labeled "User ID:". At the bottom of the page, there are "Next" and "Cancel" buttons. A footer link reads "Having trouble? Questions or comments".

iShip.com

① Password Recovery

My iShip Help

Home  
Contact Us  
Log On

# Recovery ?

Registered Users

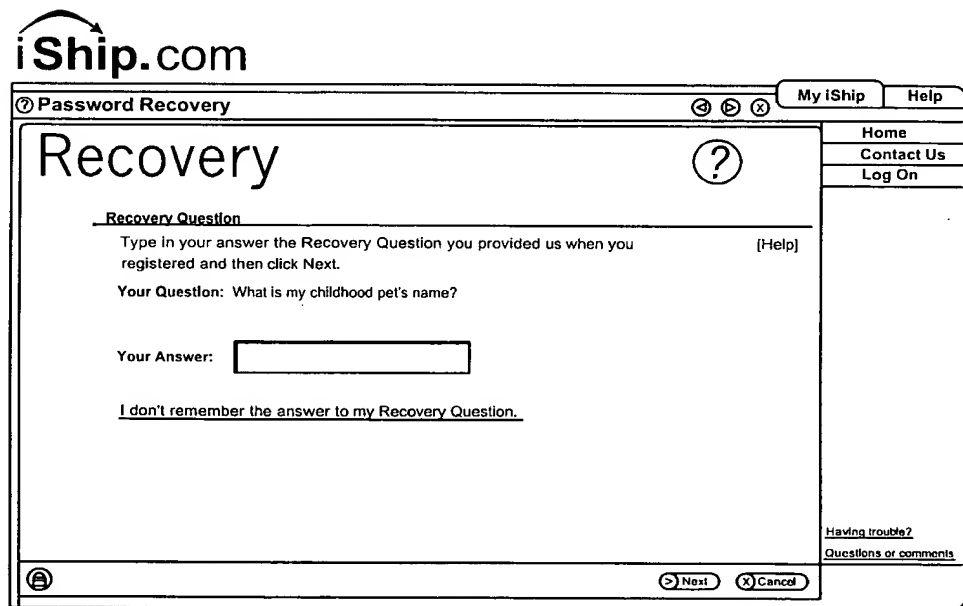
If you have forgotten your password, enter your User ID and click Next.

User ID:

Next Cancel

Having trouble?  
Questions or comments

FIG. 8



The screenshot shows the same iShip.com web browser window, but the page title is "Recovery Question". The sidebar and footer are identical to FIG. 8. The main content area is titled "Recovery Question" and contains the text: "Type In your answer the Recovery Question you provided us when you registered and then click Next. [Help]". Below this is the question: "Your Question: What is my childhood pet's name?". There is a text input field labeled "Your Answer:". At the bottom of the page, there are "Next" and "Cancel" buttons. A footer link reads "Having trouble? Questions or comments".

iShip.com

① Password Recovery

My iShip Help

Home  
Contact Us  
Log On

# Recovery ?

Recovery Question

Type In your answer the Recovery Question you provided us when you registered and then click Next. [Help]

Your Question: What is my childhood pet's name?

Your Answer:

I don't remember the answer to my Recovery Question.

Next Cancel

Having trouble?  
Questions or comments

FIG. 9



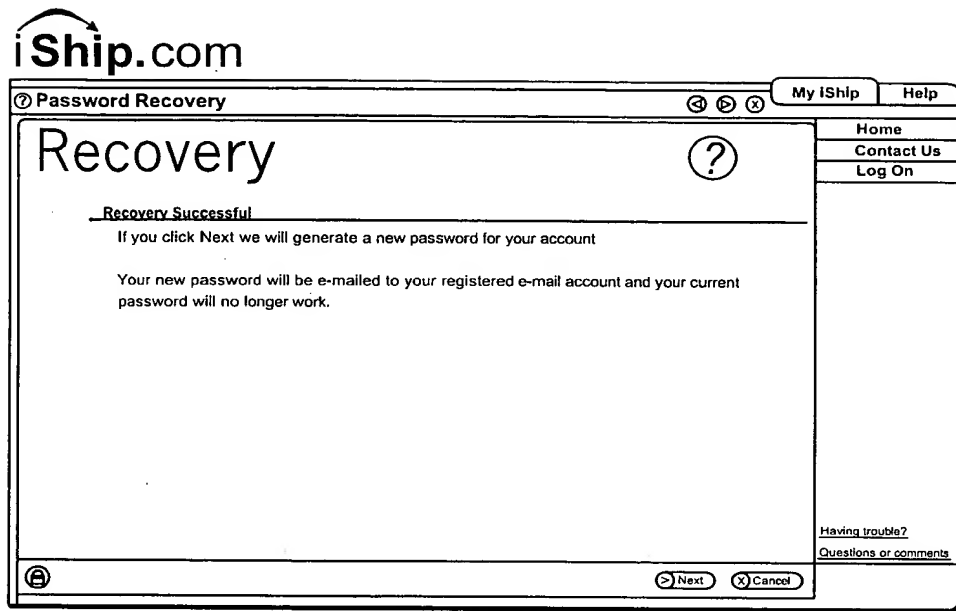


FIG. 10

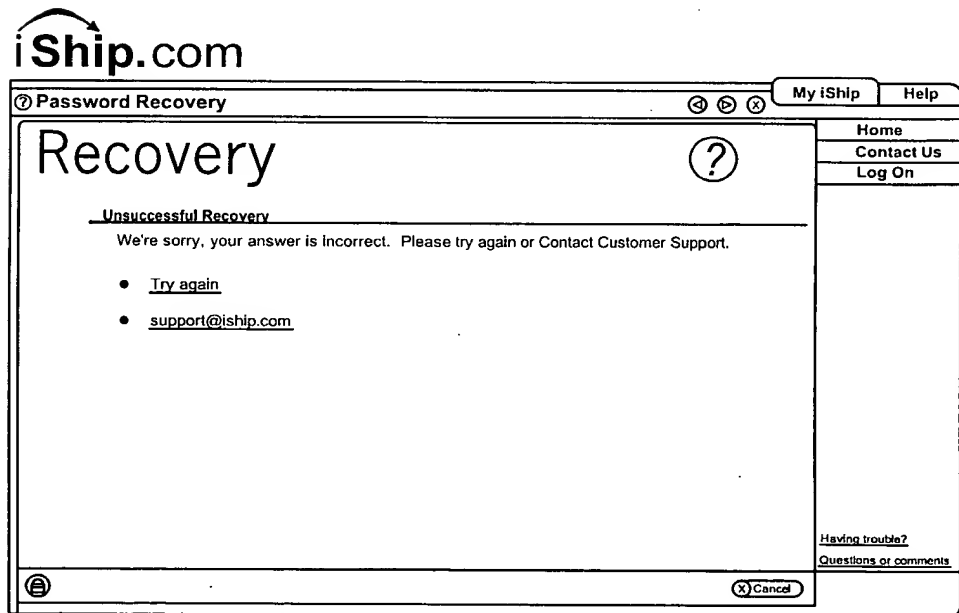


FIG. 11

10/61

iShip.com

Welcome Lory!

My iShip | Price It | Ship It | Track It | Sell It | Help

## My iShip

14 January 2000

**What's iShip All About?**

take a **tour**

See how our service works-from comparing rates to reviewing your shipping activity.

contact **iShip**

Having trouble?  
[support@iship.com](mailto:support@iship.com)

General questions?  
[info@iship.com](mailto:info@iship.com)

Other? [go to more](#).

Want your shipping activities to be a little more *automated*?  
Set defaults that streamline your shipping activities in [Preferences](#).

Missed your **shipping deadline**?  
Find other **drop off locations**.  
Find alternate drop off locations with the new [Drop Off Locator](#).

**We've been busy!**  
Take a look at all the **cool new features and enhancements**.  
This is the marketing text. A little tidbit of information to get the user interested. Then a link to find out all the cool new features and all the neat stuff they can do now. [Click here](#).

**Your Most Recent Package and Shipment Summaries**

Click on the Status icon to go to that item in your [Shipping History](#).

Status	Ship To	Pkgs.	Carrier & Service	Ship Date	Deliv Date
	Diane Moon	1	UPS Ground	11/22/99	-
	Tanya Wagner	1	UPS Ground	11/22/99	-
	Adam Kraft	1	UPS Ground	11/22/99	-
	John Smith	2	UPS Ground	11/21/99	-
	Jacob Lewis	1	Airborne Second Day	10/19/99	10/21/99

Status icons: Shipped In Transit Delivered Exception

Airborne EXPRESS   FedEx   UPS   UNITED STATES POSTAL SERVICE   YELLOW

**My iShip Home**

- Address Book
- Saved Packages
- Setup Wizard
- Preferences
- Log Off

**QuickPrice**

Origin ZIP:

Destination ZIP:

Letter:

Package Weight:

Tracking Number:

[Having trouble?](#)  
[Questions or comments](#)

FIG. 12

iShip.com

Address Book - Addresses

My iShip | Price It | Ship It | Track It | Sell It | Help

Personal | Company | Local

<Previous [1-15] Next>

123 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Nickname  Find

Select	Edit	Nickname	Contact Name	Company	City/State/Zip
<input checked="" type="checkbox"/>	(EDIT)	ACME CEO	Conrad Hunter	ACME, Inc.	Bellevue, WA 98006
<input type="checkbox"/>	(EDIT)	ABaine	Allen Baine	OceanStray	Centerboro, MA 02349
<input type="checkbox"/>	(EDIT)	Altireight	Dan Giles	Allfreight Insurance	Bellevue, WA 98006
<input checked="" type="checkbox"/>	(EDIT)	AGray	Amber Gray	Walking Rain	Reston, VA 98050
<input checked="" type="checkbox"/>	(EDIT)	Beih	Elizabeth Callahan	This Company	Spring Lake Heights, NJ 07763-0098
<input checked="" type="checkbox"/>	(EDIT)	BEster	Boris Ester	Walking Rain	Reston, VA 98050
<input type="checkbox"/>	(EDIT)	Bergs	Matt and Heidi Berg		Kirkland, WA 98034
<input type="checkbox"/>	(EDIT)	BHanna	Becky Hanna	Walking Rain	Reston, VA 98050
<input checked="" type="checkbox"/>	(EDIT)	Blaines	Bill and Mick Blaine		Prosser, WA 99350
<input type="checkbox"/>	(EDIT)	BSmasne	Bill Smasne	OceanStray	Centerboro, MA 02349
<input type="checkbox"/>	(EDIT)	BSmith	Bill Smith	AllBusiness.com	San Francisco, CA 94111
<input type="checkbox"/>	(EDIT)	Buckmans	Tim and Sandy Buckman		Prosser, WA 99350
<input type="checkbox"/>	(EDIT)	CBarey	Cathy Barey		Prosser, WA 99350
<input type="checkbox"/>	(EDIT)	Cindy	Cindy Brown		Prosser, WA 99350
<input type="checkbox"/>	(EDIT)	DDanthorp	David Danthorp	Internet, Inc.	Ellensburg, WA 98926

**My iShip Home**

- Address Book
- Saved Packages
- Setup Wizard
- Preferences
- Log Off

[Having trouble?](#)  
[Questions or comments](#)

FIG. 13

11/61

iShip.com

**Address Book - Edit Address**    My iShip   Price It   Ship It   Track It   Sell It   Help

**Contact and Address Information**  
 Edit your address below and click Save. To Add an address, click Reset to clear all the fields, fill in the appropriate information, and then click Save.

Nickname:   
 Contact Name:   
 Location:  [Go to Locations](#)  
 Company:   
 Street:   
 Floor/Room:   
 Department:   
 Country:   
 City:   
 State/Province:  [Look Up Zip](#)  
 ZIP/Postal Code:  [Look Up City, State](#)  
 Telephone:   
 Fax:   
 E-mail Address:   
 Address Type: ☐ Business ☒ Residence  
 Flights of Stairs:   
 Loading Dock: ☐ Yes ☒ No  
 Appointment: ☐ Required ☒ Not Required

My iShip Home  
 Address Book  
 Address  
 Locations  
 Saved Packages  
 Setup Wizard  
 Preferences  
 Log Off

Having trouble?  
 Questions or comments

FIG. 14

iShip.com

**Address Book - Locations**    My iShip   Price It   Ship It   Track It   Sell It   Help

**Groups**    <Previous [1-15] Next>

123 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z    Group Name  Find

Select	Edit	Location Name	Company	Department	City/State/Zip
<input checked="" type="checkbox"/>	(EDIT)	<u>ACME HR</u>	ACME, Inc.	Human Resources	Bellevue, WA 98006
<input type="checkbox"/>	(EDIT)	<u>ACME Dev</u>	Acme, Inc.	Development	Bellevue, WA 98006
<input type="checkbox"/>	(EDIT)	<u>Allfreight</u>	Allfreight Insurance	Sales	Bellevue, WA 98006
<input checked="" type="checkbox"/>	(EDIT)	<u>CDs</u>	Columbia Haus	Sales	New York, NY 00112
<input checked="" type="checkbox"/>	(EDIT)	<u>Home</u>			Prosser, WA 99350
<input type="checkbox"/>	(EDIT)	<u>iShip</u>	iShip.com	Engineering	Bellevue, WA 98006
<input type="checkbox"/>	(EDIT)	<u>Ocean</u>	OceanStray	Marketing	Centerboro, MA 02349
<input type="checkbox"/>	(EDIT)	<u>Stamps</u>	Stamps.com	Web Development	Santa Monica, CA 11223

My iShip Home  
 Address Book  
 Address  
 Locations  
 Saved Packages  
 Setup Wizard  
 Preferences  
 Log Off

Having trouble?  
 Questions or comments

FIG. 15

12/61

iShip.com

Preferences - Summary		My iShip	Price It	Ship It	Track It	Sell It	Help
<p>This is a summary of your preferences. To change any of them click Change in the section you want to edit or click on the category name in the navigation bar on the right.</p>							<a href="#">My iShip Home</a> <a href="#">Address Book</a> <a href="#">Saved Packages</a> <a href="#">Setup Wizard</a> <b>Preferences</b> <a href="#">Account Info</a> <a href="#">Change Password</a> <a href="#">Carrier Info</a> <a href="#">Drop Off/Pickup</a> <a href="#">Applications</a> <a href="#">Log Off</a>
<p><b>Account Information</b></p> <p>iShip Account Number: MX4457 [Change]            User Name: LoryK            Contact Info: Lory Krett, lory@iship.com, (425) 602-4848, 3535 Factoria Blvd. SE, Suite 500, Bellevue, WA 98006</p>							<p>110 111 112 113 114</p>
<p><b>Password</b></p> <p>Recovery Question: What is my childhood pet's name? [Change]            Recovery Answer: Whiskers</p>							
<p><b>Carrier Information</b></p> <p>FedEx Account Number: 11245677 UPS Account Number: 44336755 [Change]            Pickup Time: 4:30PM Pickup Time: 4:30PM            Status: Active Status: Active</p> <p>Show rates for these carriers: Airborne Express FedEx UPS UNITED STATES POSTAL SERVICE YELLOW</p>							
<p><b>Drop Off/Pickup Location</b></p> <p>Default Origin ZIP Code: 98006 [Change]            Airborne Express: Calling the carrier for pickup.            FedEx: Scheduled pickup.            UPS: Scheduled pickup.            USPS: Scheduled pickup.            Yellow Freight: Arranging for pickup.</p>							
<p>Having trouble? Questions or comments</p>							

FIG. 16

iShip.com

Preferences - Account Information		My iShip	Price It	Ship It	Track It	Sell It	Help
Account Information:	<p>iShip Account Number: MX4457 [Help]            User Name: LoryK            Contact Name: Lory Krett            Company: iShip.com            Street: 3535 Factoria Blvd. SE            Room/Floor: Suite 500            Department:            City: Bellevue            State: WA - Washington            ZIP Code: 98006            Telephone: (425) 602-4848            Fax: (425) 555-1100            E-mail Address: lory@iship.com</p> <p><input type="checkbox"/> Receive shipping information updates.  <input checked="" type="checkbox"/> Receive shipping notifications via e-mail.  <input checked="" type="checkbox"/> Remember my name and password for easy log on.  <a href="#">Deactivate my account</a></p>	<p>My iShip Home            Address Book            Saved Packages            Setup Wizard  <b>Preferences</b>            Account Info            Change Password            Carrier Info            Package Options            Shipment Options            Drop Off/Pickup            Applications            Payment            Log Off</p> <p>111 112 122 123 113 114 126</p>					
<p>Save Cancel</p>							
<p>Having trouble? Questions or comments</p>							

FIG. 17

**Preferences - Carrier Information** [My iShip] [Price It] [Ship It] [Track It] [Sell It] [Help]

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

**Carrier accounts:**

**FedEx** Account Number: 11245677 [Add Account] [Help]  
 Status: Active  
 Pickup Time: 4:30pm

**UPS** Account Number: 4433 6755  
 Status: Active  
 Pickup Time: 4:30pm

**Default carriers and services:**

Use the check boxes to select the carriers and services you would like to appear on the rate grid. To select a Preferred Carrier, click on a radio button to the right of the carrier name. [Help]

<input checked="" type="checkbox"/>	<b>Airborne Express</b>	<input type="radio"/> Preferred
<input checked="" type="checkbox"/>	<b>FedEx</b>	<input checked="" type="radio"/> Preferred
<input checked="" type="checkbox"/>	<b>UPS</b>	<input checked="" type="radio"/> Preferred
<input checked="" type="checkbox"/>	<b>Next Day Air Early AM</b> 8:30am	
<input checked="" type="checkbox"/>	<b>Next Day Air</b> 10:30am	
<input checked="" type="checkbox"/>	<b>Next Day Air Saver</b> 3:00pm	
<input type="checkbox"/>	<b>2nd Next Day AM</b> 12:00pm	
<input type="checkbox"/>	<b>2nd Next Day</b> End of Day	
<input type="checkbox"/>	<b>3rd Day Select</b> End of Day	
<input type="checkbox"/>	<b>Ground</b> End of Day	
<input checked="" type="checkbox"/>	<b>USPS</b>	<input type="radio"/> Preferred
<input checked="" type="checkbox"/>	<b>Yellow</b>	<input type="radio"/> Preferred

**iShip supported carriers:** ☐ Ship with iShip supported carriers only. [Help]

**Rate grid highlight:** In the Rate Grid, always highlight:  
☒ Fastest Delivery  
☐ Cheapest Delivery [Help]

[Save] [Cancel]

**My iShip Home**  
 Address Book  
 Saved Packages  
 Setup Wizard  
 Preferences  
 Account Info  
 Change Password  
 Carrier Info  
 Package Options  
 Shipment Options  
 Drop Off/Pickup  
 Applications  
 Payment  
 Log Off

Having trouble?  
 Questions or comments

FIG. 18

**Preferences - Drop Off/Pickup** [My iShip] [Price It] [Ship It] [Track It] [Sell It] [Help]

**Default Origin ZIP Code:** 98006 [Help]

If you usually ship from a location other than your return address, enter the ZIP code from which you usually ship here.

**My Default Drop Off/Pickup Location for Each Carrier is:**

**Airborne Express** [Help]  
 My location by calling the carrier for pickup

**Federal Express**  
 My location through scheduled pickup

**United Parcel Service (UPS)**  
 My location through scheduled pickup

**United States Postal Service (USPS)**  
 My location through scheduled pickup

**Yellow**  
 My location by arranging for pickup

[Save] [Cancel]

**My iShip Home**  
 Address Book  
 Saved Packages  
 Setup Wizard  
 Preferences  
 Account Info  
 Change Password  
 Carrier Info  
 Package Options  
 Shipment Options  
 Drop Off/Pickup  
 Applications  
 Payment  
 Log Off

Having trouble?  
 Questions or comments

FIG. 19



○ Preferences - Package Options		My iShip	Price It	Ship It	Track It	Sell It	Help
<p>This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.</p>							<a href="#">My iShip Home</a> <a href="#">Address Book</a> <a href="#">Saved Packages</a> <a href="#">Setup Wizard</a> <b>• Preferences</b> <a href="#">Account Info</a> <a href="#">Change Password</a> <a href="#">Carrier Info</a> <b>• Package Options</b> <a href="#">Shipment Options</a> <a href="#">Drop Off/Pickup</a> <a href="#">Applications</a> <a href="#">Payment</a> <a href="#">Log Off</a>
<p>The value of the contents is: I want to protect my package from carrier loss or damage.</p>	<p>\$ <input type="text" value="170"/> 170</p> <p>Most services automatically protect your package up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.</p>	<p>[ Help ]</p>					
<p>Package Reference Number:</p>	<p><input type="text" value="171"/> 171</p> <p>Give each package a reference number for your records.</p>	<p>[ Help ]</p>					
<p>Service Options:</p>	<p><input type="checkbox"/> Verbal Confirmation This option can only be used with UPS Next Day Early AM. This confirmation call will be made to the phone number you enter in phone number field in your return address.</p>	<p>[ Help ]</p>					
172							
173	<p><input type="checkbox"/> E-mail Notification E-mail notification of delivery requires an e-mail address on the return address page.</p>	<p>[ Help ]</p>					
174	<p><input type="checkbox"/> Delivery Confirmation This option can only be used with USPS services.</p>	<p>[ Help ]</p>					
175	<p><input type="checkbox"/> Proof of Delivery This option can only be used with UPS services. Proof of Delivery responses are sent automatically after delivery. You may also require the recipient's signature to be included in response.</p>	<p>[ Help ]</p>					
176	<p><input type="checkbox"/> Adult Signature Required</p>	<p>181</p>					
177	<p><input type="checkbox"/> Call Tag This option can only be used with UPS Ground service.</p>	<p>[ Help ]</p>					
178	<p>Merchandise Description: <input type="text"/></p>						
179	<p><input type="checkbox"/> Certified Mail This option can only be used with USPS Priority Mail or Parcel Post.</p>	<p>[ Help ]</p>					
180	<p><input type="checkbox"/> Return Receipt This option can only be used with USPS Express Mail, Certified Mail, COD, and mail insured for more than \$50.00.</p>	<p>[ Help ]</p>					
<p>ⓐ <input type="button" value="Save"/> <input type="button" value="Cancel"/></p>							<p><a href="#">Having trouble?</a> <a href="#">Questions or comments</a></p>

FIG. 20




○ Preferences - Shipment Options		My iShip	Price It	Ship It	Track It	Sell It	Help
<p>This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.</p>							<a href="#">My iShip Home</a> <a href="#">Address Book</a> <a href="#">Saved Packages</a> <a href="#">Setup Wizard</a> <b>• Preferences</b> <a href="#">Account Info</a> <a href="#">Change Password</a> <a href="#">Carrier Info</a> <a href="#">Package Options</a> <b>• Shipment Options</b> <a href="#">Drop Off/Pickup</a> <a href="#">Applications</a> <a href="#">Payment</a> <a href="#">Log Off</a>
Destination Address:	<input checked="" type="radio"/> Business 190 <input type="radio"/> Residence 191 <input type="text"/> 192 Give your shipment a reference number for your records. [ Help ]						
Shipment Reference Number:							
Package Reference Number:	<input type="text"/> 193 % of shipping charges and/or \$ <input type="text"/> fixed amount.						
Service Options: 194	You will see the total of carrier shipping charges plus your handling charges. [ Help ]						
195	<input type="checkbox"/> Delivery Deadline If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day. [ Help ]						
196	<input type="text"/> Next Day						
197	<input type="checkbox"/> Guaranteed Delivery When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid. [ Help ]						
198	<input type="checkbox"/> Deliver Without Signature Checking this box authorizes FedEx to deliver your shipment without obtaining a signature. [ Help ]						
199	<input type="checkbox"/> Set Earliest Delivery Time This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee. [ Help ]						
200	<input type="text"/> 9:30am						
201	<input type="checkbox"/> Documents Only This option is only applicable for shipments sent to international destinations. [ Help ]						
202	<input type="checkbox"/> Non-Dutiable This option is only applicable for shipments sent to international destinations. [ Help ]						
Freight Pickup:	Stairs Please indicate the number of flights of stairs. [ Help ] <input type="text"/> 2						
204	<input type="checkbox"/> Loading Dock Select this if there is a loading dock at the pickup location.						
205	<input type="checkbox"/> Appointment Required Select this if an appointment is required for pickup.						
Freight Delivery:	Stairs Please indicate the number of flights of stairs. [ Help ] <input type="text"/> 2						
207	<input type="checkbox"/> Loading Dock Select this if there is a loading dock at the delivery location.						
208	<input type="checkbox"/> Appointment Required Select this if an appointment is required for delivery.						
<div>  <input type="button" value="Save"/> <input type="button" value="Cancel"/> </div>							Having trouble? <a href="#">Questions or comments</a>

FIG. 21

○ Preferences - Applications		My iShip	Price It	Ship It	Track It	Sell It	Help
<p>This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.</p>							My iShip Home
<p>Application Start Pages:</p>							Address Book
220	<input checked="" type="checkbox"/> Show Application Start Pages						Saved Packages
221	<input checked="" type="checkbox"/> Ship It						Setup Wizard
222	<input checked="" type="checkbox"/> Price It						○ Preferences
223	<input checked="" type="checkbox"/> Sell It						Account Info
224	<input checked="" type="checkbox"/> Preferences						Change Password
<p>Package Options:</p>							Carrier Info
225	<input checked="" type="checkbox"/> Show Advanced Package Options Explanation about Advanced Package Options.						Package Options
<p>Log Off Message:</p>							Shipment Options
226	<input checked="" type="checkbox"/> Show Log Off Message Explanation about Log Off Message.						Drop Off/Pickup
<p>Track It Options:</p>							Applications
227	Display this page first in Track It. <input type="button" value="Track a Package"/>						Payment
							Log Off
							Having trouble?
							Questions or comments
<input type="button" value="Save"/> <input checked="" type="button" value="Cancel"/>							

FIG. 22

○ Preferences - Payment Information		My iShip	Price It	Ship It	Track It	Sell It	Help
<p>Default payment type:</p>							My iShip Home
<p>Short explanation about different payment types.</p>							Address Book
<p><input type="button" value="Credit Card"/></p>							Saved Packages
<p>You may choose to store your credit card data here.</p>							Setup Wizard
<p>Card Number: 1234 5678 9101 2345</p>							○ Preferences
<p>Expires: 02 2002</p>							Account Info
<p>First Name: Lory</p>							Change Password
<p>Last Name: Krett</p>							Carrier Info
<p>E-mail Address: lory@iship.com</p>							Package Options
<p>Company: iShip.com</p>							Shipment Options
<p>Street: 3535 Factoria Blvd. SE</p>							Drop Off/Pickup
<p>City: Bellevue</p>							Applications
<p>State: WA - Washington</p>							Payment
<p>ZIP Code: 98006</p>							Log Off
<p>Telephone: (425) 602-4848</p>							
<p><input type="button" value="DISCOVER"/> <input checked="" type="button" value="MASTERCARD"/> <input type="button" value="VISA"/></p>							
<p>By shipping your package with iShip.com you agree to all Terms of Service specified by iShip.com or the carriers on any applicable bill of lading or service guide.</p>							Having trouble?
							Questions or comments
<input type="button" value="Save"/> <input checked="" type="button" value="Cancel"/>							

FIG. 23



17/61

iShip.com

**Price It Start Page** ⏮ ⏪ ⏩ ⏭ **My iShip** **Price It** **Ship It** **Track It** **Sell It** **Help**

This is a summary of your pricing defaults you set in your preferences. To change any of them click Change in the section you want to edit or click Next and you will be guided through the steps.

**Shipment Information**

Origin: iShip.com  
Bellevue, WA 98006 No. of Packages: 1 [Change]  
All the same? Yes

Destination: The Moon's  
Prosser, WA 99350  
United States  
Residence

**Package Information**

Details: 2lb. 3oz. [Change]  
10" x 12" x 8"  
My own packaging  
Loss Protection, \$150

**Shipping Options**

Ship Date: 02/17/00 Today [Change]  
Delivery Deadline: 3 Days  
Drop Off Location: My location, scheduled

**Shipping Charges**

Service: UPS Ground \$ 5.55  
Service Options: \$ .56  
Total: \$ 6.57

**Price It**

1 Shipment Info  
2 Package Info  
3 Shipping Options  
4 Rates and Times  
5 Ship Now  
Log Off

Having trouble?  
Questions or comments

ⓐ ⏮ ⏪ ⏩ ⏭ ⏮ ⏪ ⏩ ⏭ ⏮ ⏪ ⏩ ⏭

FIG. 24

iShip.com

**Prepare Your Shipping Estimate** ⏮ ⏪ ⏩ ⏭ **My iShip** **Price It** **Ship It** **Track It** **Sell It** **Help**

**Shipping ORIGIN:** 149 ZIP Code: 98006 98125, for example [Drop Off Locator]

**Shipping DESTINATION:** 261 Nickname: [Address Book] 260 281 [Help]

262 Country: United States 263

264 State: (Select One) [Look up ZIP] 265

ZIP Code: [Look up City, State] 267

The Delivery address for my shipment is a:

190 Business 191 Residence 266

Number of packages in my shipment: 4 270

NOTE: Enter a number greater than one for multiple packages going to the same address. [Help]

All the package in my shipment are the same: Yes No 272 [Help]

**Package 1 of 4**

**Package #1 weights:** 273 4 lbs. 2 oz. 274

Include the weight of all packing materials. You may use a weight estimate for shipments that weigh more than 150 pounds. [Help]

I am using the following packaging:

Other - Indicate dimensions below 275

Length 10 in. Width 12 in. Height 6 in. 276 277 278

☐ The packaging is irregular or is not standard [Help]

More options: 279 Advanced Package Options 280

**Price It**

1 Shipment Info  
2 Package Info  
3 Shipping Options  
4 Rates and Times  
5 Ship Now  
Log Off

Having trouble?  
Questions or comments

ⓐ ⏮ ⏪ ⏩ ⏭ ⏮ ⏪ ⏩ ⏭ ⏮ ⏪ ⏩ ⏭

FIG. 25

**Drop Off Locator**

Drop Off Locator < Previous [1-10] Next >

Location Type: Drop box or carrier self service stations Carrier: Airborne GO

☒ Only show locations where today's deadline has not yet passed.

Carrier Phone	Type/Deadline	Address	Comments
Airborne (425) 602-1111	Drop Box 4:30pm	1111 Factoria Blvd. SE Bellevue, WA 98006	
Airborne (425) 602-2222	Drop Box 6:00pm	12020 Coal Creek Pkwy Newcastle, WA 98012	
Airborne (425) 555-1234	Drop Box 6:00pm	3850 131st Ave SE Bellevue, WA 98005	Newport Tower P-1 Level Loading Dock
Airborne (425) 555-5678	Drop Box 6:00pm	11400 SE 8th Bellevue, WA 98005	Bellevue Gateway By phone near prkg garage
Airborne (425) 555-9101	Drop Box 4:30PM	110 110th Ave NE Bellevue, WA 98005	110 Atrium Place Bldg. Pkg. Elev. Lobby P5 Lobby
Airborne (425) 555-1121	Drop Box 4:30PM	1309 114th SE Bellevue, WA 98005	Bellfield Business Park Prkg Lot of 1309 Building
Airborne (425) 555-3141	Drop Box 5:00PM	13215 SE 32nd Street Bellevue, WA 98005	Airborne Express Next to front door
Airborne (425) 555-5161	Drop Box 6:00PM	325 118th Ave SE Bellevue, WA 98005	Belle View Park Parking Lot
Airborne (425) 555-9202	Drop Box 4:30PM	3326 160th Ave SE Bellevue, WA 98005	Boeing-Bldg 7-349 Outside front of bldg.
Airborne (425) 555-1222	Drop Box 4:30PM	9725 SE 36th Mercer Island, WA 98009	Globe Bldg. West drive thru entrance

Close

FIG. 26

**iShip.com**

1 | Shipping Addresses    My iShip    Price It    Ship It    Track It    Sell It    Help

---

Return address:  
[ Change ]

292

Lory Krett  
iShip.com  
3535 Factoria Blvd. SE  
Floor 5  
Bellevue, WA 98006  
(425) 602-4848  
lory@iship.com

Destination address:

293

Nickname:  [ Help ]

Contact Name:  Address Book

Company:

Street:

Floor/Room:

Department:

Country:

City:

State/Province:  Look up ZIP

ZIP/Postal Code:  Look up City, State

Telephone:

Fax:

E-mail Address:  293-1

Address Type: ☒ Business ☐ Residence

293-2 ☐ Add this address to my Address Book.

E-mail notification:

294

If you provide an E-mail Address, we will notify the recipient and up to two others that a package has been sent. You can include a brief message to be sent with the E-mail. [ Help ]

Name: E-mail address:

#1

#2

295

Message:

Package Information:

Description:  Browse [ Help ]

296

Reference No.:  297

298

Price It

1 Shipment Info

2 Package Info

3 Shipping Options

4 Rates and Times

5 Payment

6 Print

Log Off

Having trouble?  
Questions or comments

Show Rates    Save    Back    Next    Cancel


FIG. 27


20/61

iShip.com


Payment		My iShip	Price It	Ship It	Track It	Sell It	Help
Confirm your shipment:	<p>Service: UPS Ground \$ 6.30</p> <p>Service Options: \$ .35</p> <p>Total: \$ 7.32</p>	<p>Shipment: 2lb 3oz</p> <p>10" x 12" x 8"</p> <p>Loss protection, \$150</p>		<p>o Ship It</p> <ul style="list-style-type: none"> <li>1 Shipping Addresses</li> <li>2 Package Info</li> <li>3 Shipping Options</li> <li>4 Rates and Times</li> <li>5 Payment</li> <li>6 Print</li> <li>Log Off</li> </ul>			
Destination address:	<p>Return Address: Jim Ship</p> <p>iShip.com</p> <p>3535 Factoria Blvd. SE</p> <p>Floor 5</p> <p>Bellevue WA 98006</p> <p>jims@iship.com</p> <p>(425) 602-4848</p>	<p>Return Address: Diane Moon</p> <p>Milne Fruit</p> <p>12020 101st Ave NE</p> <p>Ellensburg WA 98926</p> <p>United States</p> <p>(509) 555-9728</p>					
<p>Note: To modify your shipment, click the Back button or the corresponding link in the navigation bar.</p>							
Payment type:	<p>Bill Third Party</p>						
Thrd Party billing address:	<p>Carrier Account No.: 1234 5678 9101 2345</p> <p>Contact Name: Lory E. Krett</p> <p>Company: iShip.com</p> <p>Address: 3535 Factoria Blvd SE</p> <p>Room/Floor: Floor 5</p> <p>Department:</p> <p>City: Bellevue</p> <p>State/Province: WA - Washington</p> <p>Zip/Postal Code: 98006</p> <p>Telephone: (425) 602-4848</p>						
<p>By shipping your package with iShip.com you agree to all <a href="#">Terms of Service</a> specified by iShip.com and UPS.</p> <p>When you click finish, the above UPS account will be charged \$7.32.</p>							
<p>Having trouble? Questions or comments</p>							
<p>Back Finish Cancel</p>							

FIG. 28

4380  Merchant Logo


4382  Merchant Main Menu Choices

Your Order History








4381  Click on an order to view the order summary.

Merchant

SubMenu

4400  Shipped Orders:

Selections

	Order #	Order Date	Status
4401-1 	<u>002-0152586-5576810</u>	July 19, 1999	All items shipped
4401-2 	<u>002-2212571-6739814</u>	March 28, 1999	All items shipped
4401-3 	<u>002-9739895-6708638</u>	January 30, 1999	All items shipped
4401-4 	<u>002-1894644-6936263</u>	January 14, 1999	All items shipped
4401-5 	<u>002-7643906-5558259</u>	December 14, 1998	All items shipped
4401-6 	<u>002-6790950-3739847</u>	October 29, 1998	All items shipped
4401-7 	<u>002-3632396-2353407</u>	April 13, 1998	All items shipped

[Return to Account Maintenance Main Page](#)

FIG. 29

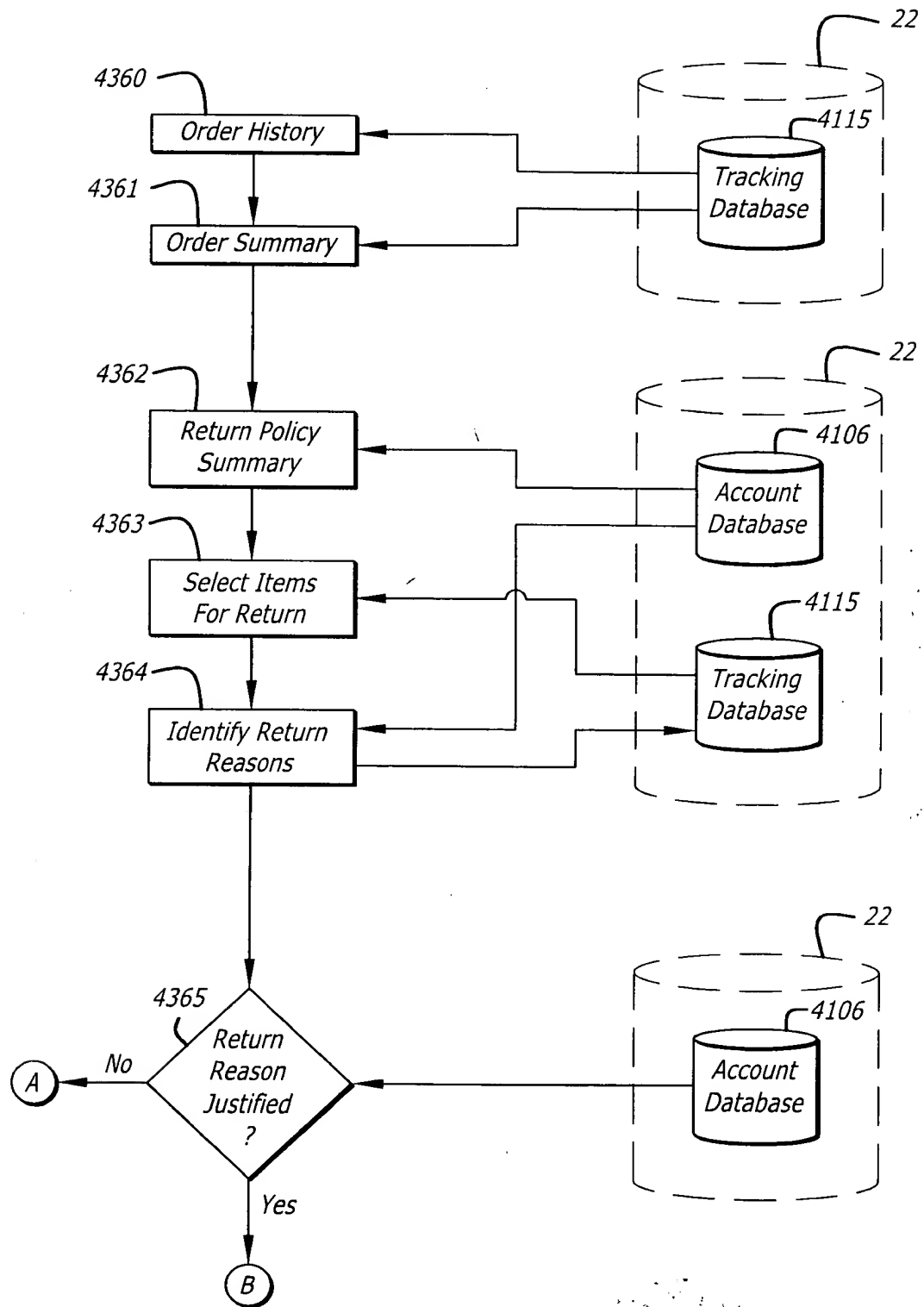


FIG. 30a

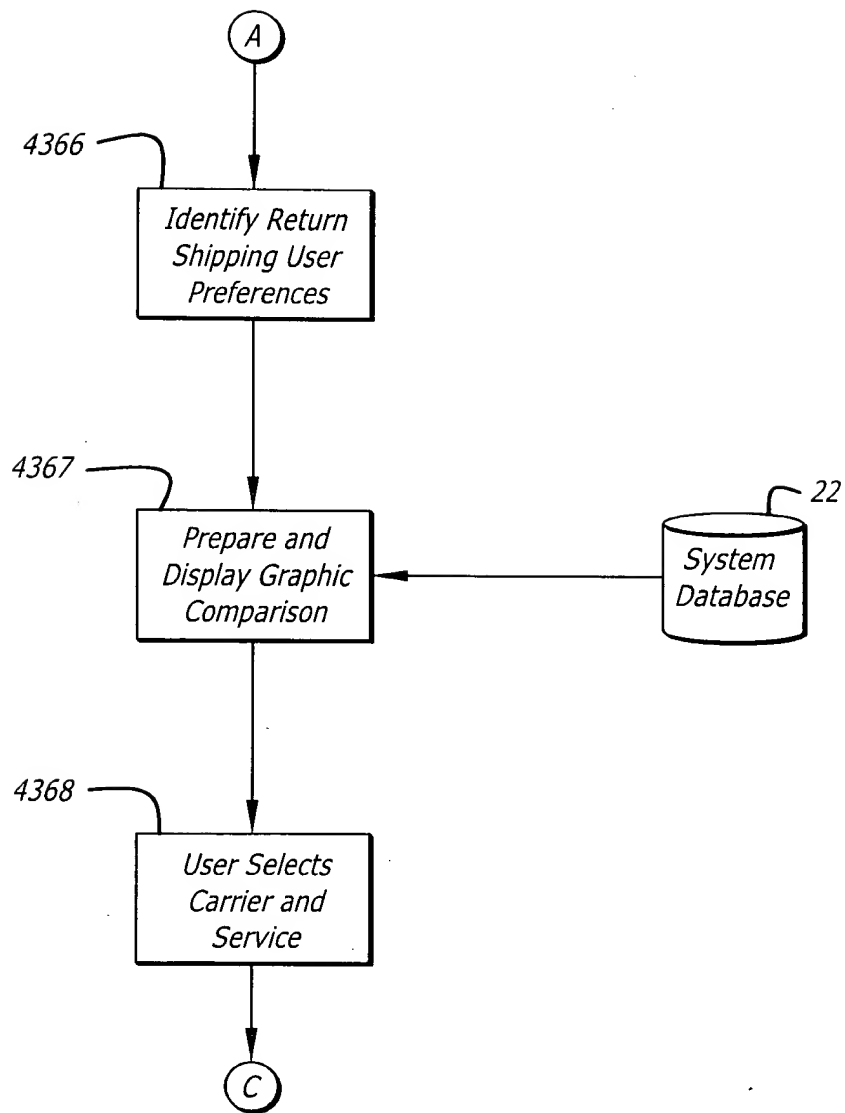


FIG. 30b

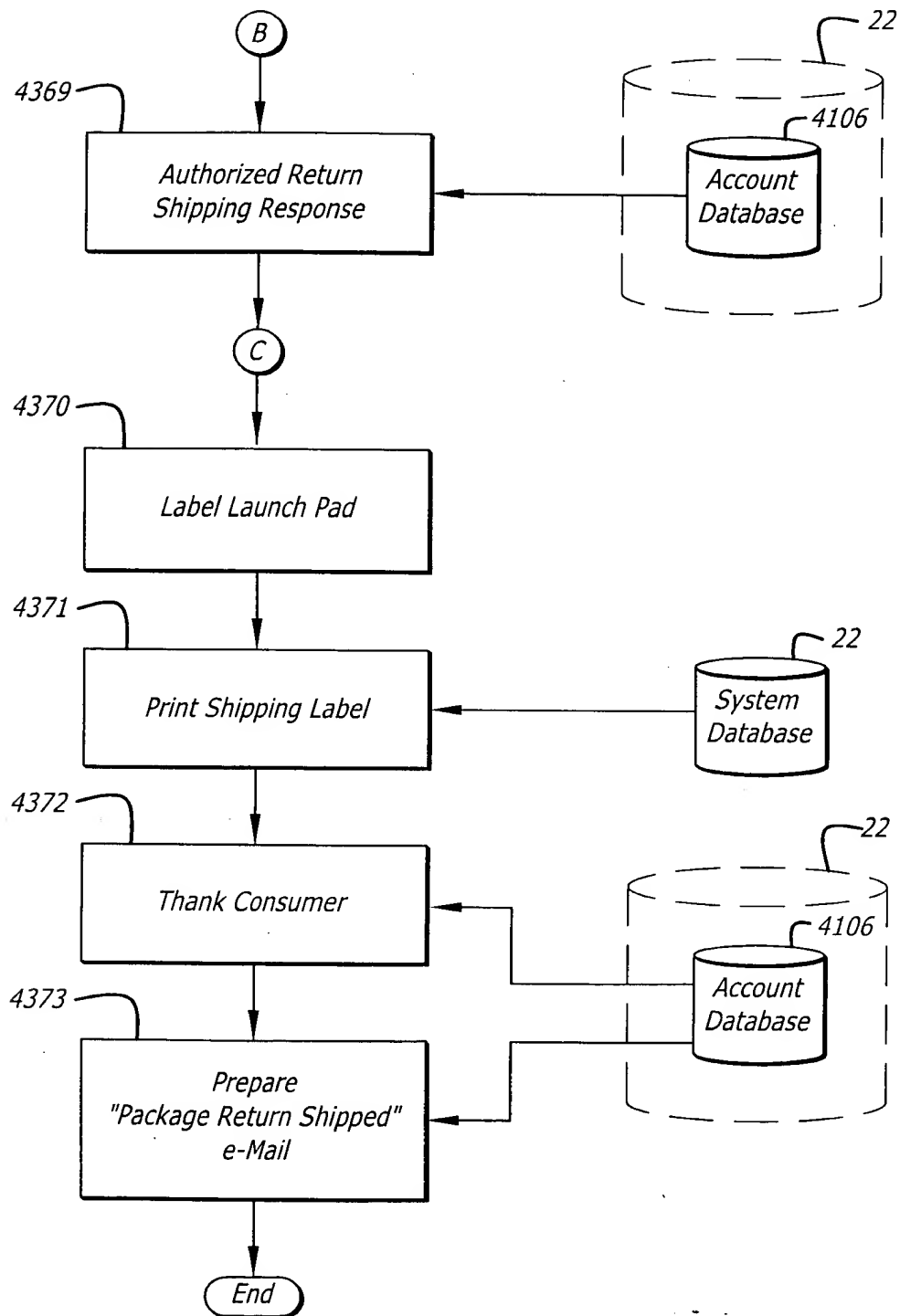


FIG. 30c



25/61

Merchant Logo	
Merchant Main Menu Choices	
Order Summary	4401-1 <a href="#">Return to Your Order History</a>
Order #:	002-0152586-5576810
Date:	July 19, 1999 at 09:58 AM PDT 4407
Status:	All items shipped
Shipping Address:	4408
Scott J. Bean iShip.com 2515 - 140th Ave NE Suite E-110 Bellevue, WA 98005 USA 425.602.5022	
Ship Method:	4403
Standard Shipping	
Number of Shipments:	One shipment when complete order is ready
Payment Method:	VISA Last 5 digits: 26781
Items Ordered:	4402
Returns? Click Here: <a href="#">Return services by iShip.com</a>	
iShip.com Your Internet Package Shipper	
4404-1	1 of: <u>Permission Marketing: Turning Strangers Into Friends and Friends Into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority. \$14.40
4404-2	1 of: <u>Yeah, It's That Easy [ECD]</u> [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class \$12.99
4404-3	1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC/DC 1 shipped on Jul. 19, 1999 via US Priority. \$11.49
4404-4	1 of: <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority \$12.99
4404-5	1 of: <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority \$12.99
4404-6	1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority \$12.99
4404-7	1 of: <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground \$149.95
4405	<a href="#">Track your package</a> with iShip.com
4406	<a href="#">Return to Your Order History</a>
Item(s) Subtotal: \$227.80	
Shipping & Handling: \$19.56	
Total Before Tax: \$247.36	
Tax: \$21.29	
TOTAL: \$268.65	
<a href="#">Top of Page</a>	

FIG. 31

26/61

Merchant Logo

Merchant Main Menu Choices

Returns Service
Return to [Your Order History](#)

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Merchant
SubMenu
Selections

Order #: 002-0152586-5576810 — 4401-1
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Select the items you would like to return:

4420 {
1 of: Permission Marketing: Turning Strangers Into Friends and Friends Into Customers [Audio Cassette]
By: Seth Godin(Reader)
1 shipped on Jul. 19, 1999 via US Priority.
} 4404-1

4421-1 {
1 of: Yeah, It's That Easy [ECD] [Audio CD]
By: G. Love & Special Sauce
1 shipped on Jul. 20, 1999 via US First Class
} 4404-2

4421-2 {
1 of: For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD]
By: AC.DC
1 shipped on Jul. 19, 1999 via US Priority.
} 4404-3

4421-3 {
1 of: Odelay [Audio CD]
By: Beck
1 shipped on Jul. 19, 1999 via US Priority
} 4404-4

4421-4 {
1 of: Natty Dread [Audio CD]
By: Charlie Hunter Quartet
1 shipped on Jul. 19, 1999 via US Priority
} 4404-5

4421-5 {
1 of: Duo [Audio CD]
By: Charlie Hunter, Leon Parker
1 shipped on Jul. 19, 1999 via US Priority
} 4404-6

4421-6 {
1 of: RCA WSP150 900MHz Wireless Speakers [Electronics]
By: RCA
1 shipped on Jul. 20, 1999 via UPS Ground
Track your package with iShip.com
} 4404-7

4405 {

Item(s) Subtotal: \$227.80
Shipping & Handling: \$19.56
Total Before Tax: \$247.36
Tax: \$21.29
TOTAL: \$268.65

4406
Next Step >>
4422

Return to [Your Order History](#)

[Top of Page](#)

FIG. 32

MerchantSite.com	Returns Manager	Log Out	Help
------------------	-----------------	---------	------

**Merchant Logo**

*Standard Policy*

**iShip.com**

Your Internet Package Shipper

User: John Smith

Use this page to create and edit a consistent, automated returns policy for your online store. This is the general policy for the entire store - to configure exceptions to the policy at the category or item level, [click here](#).

**Policy Overview Statement**

Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish.

**<B> Within 30 days of receipt of your shipment</B>, you may return:**

- <UL>**
- Any apparel, lawn & garden equipment, furniture, or books in original condition.**
- Any unopened CD, DVD, VHS tape, or software.**
- Any electronics merchandise or toy in new condition with its original packaging and accessories.**
- </UL>**

**We are unable to refund returned pharmaceuticals or food.**

**With few exceptions, we issue a **<b>full refund</b>** for the price of an item that meets these conditions. We only refund shipping costs if the item is a result of our error.**

**Return Window**

Customer may return items for:

30

from

Receipt of Shipment

**Refund Method**

Customer may return items for:

☒ Refund

☐ Store Credit Only

☐ Choice of Refund or Store Credit

**Refund Amount**

Refund amount will include:

☒ Price of Item

☒ Tax on Item

☒ Original Shipping Charge

FIG. 33

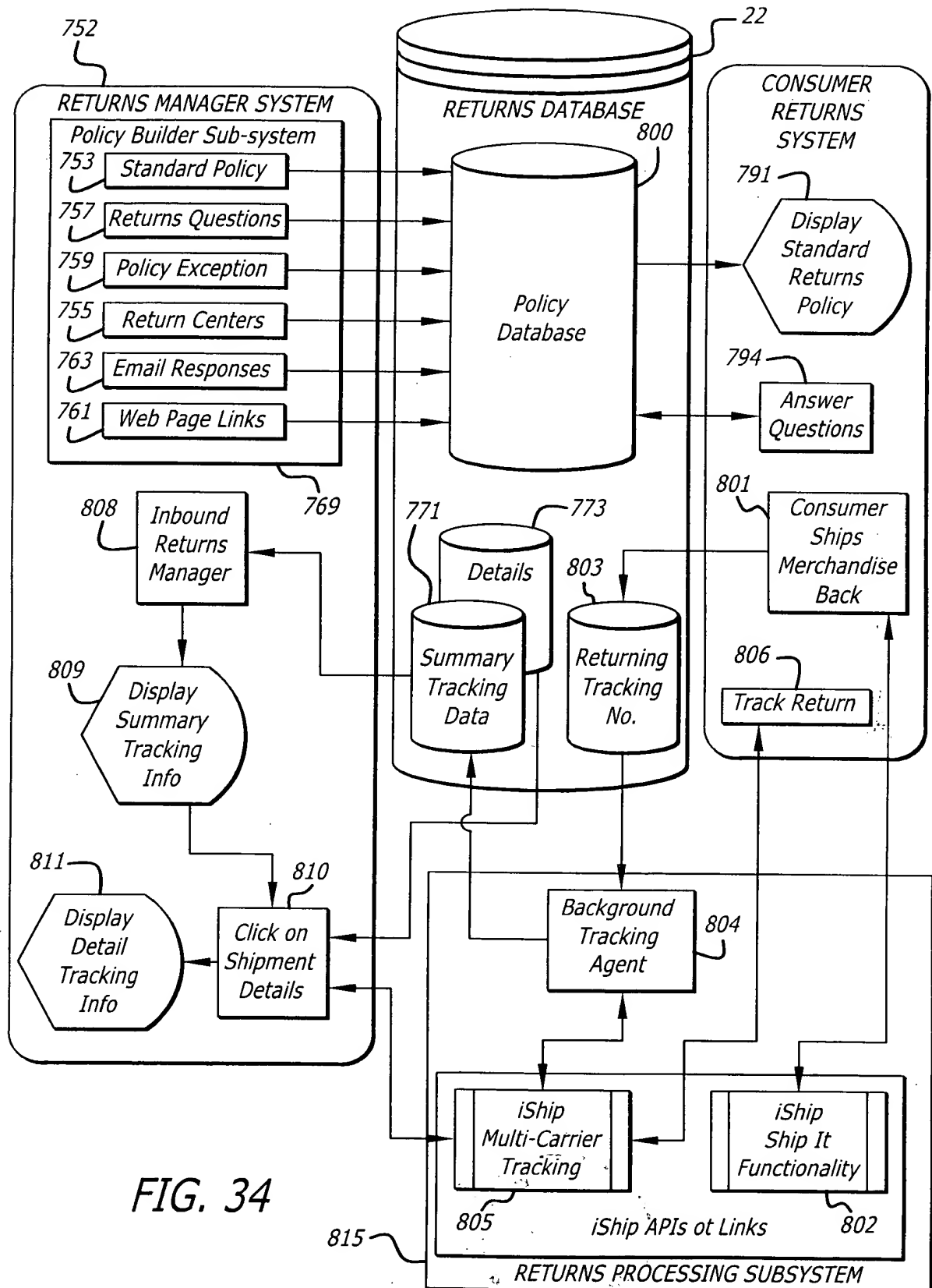
Return System Flow

FIG. 34

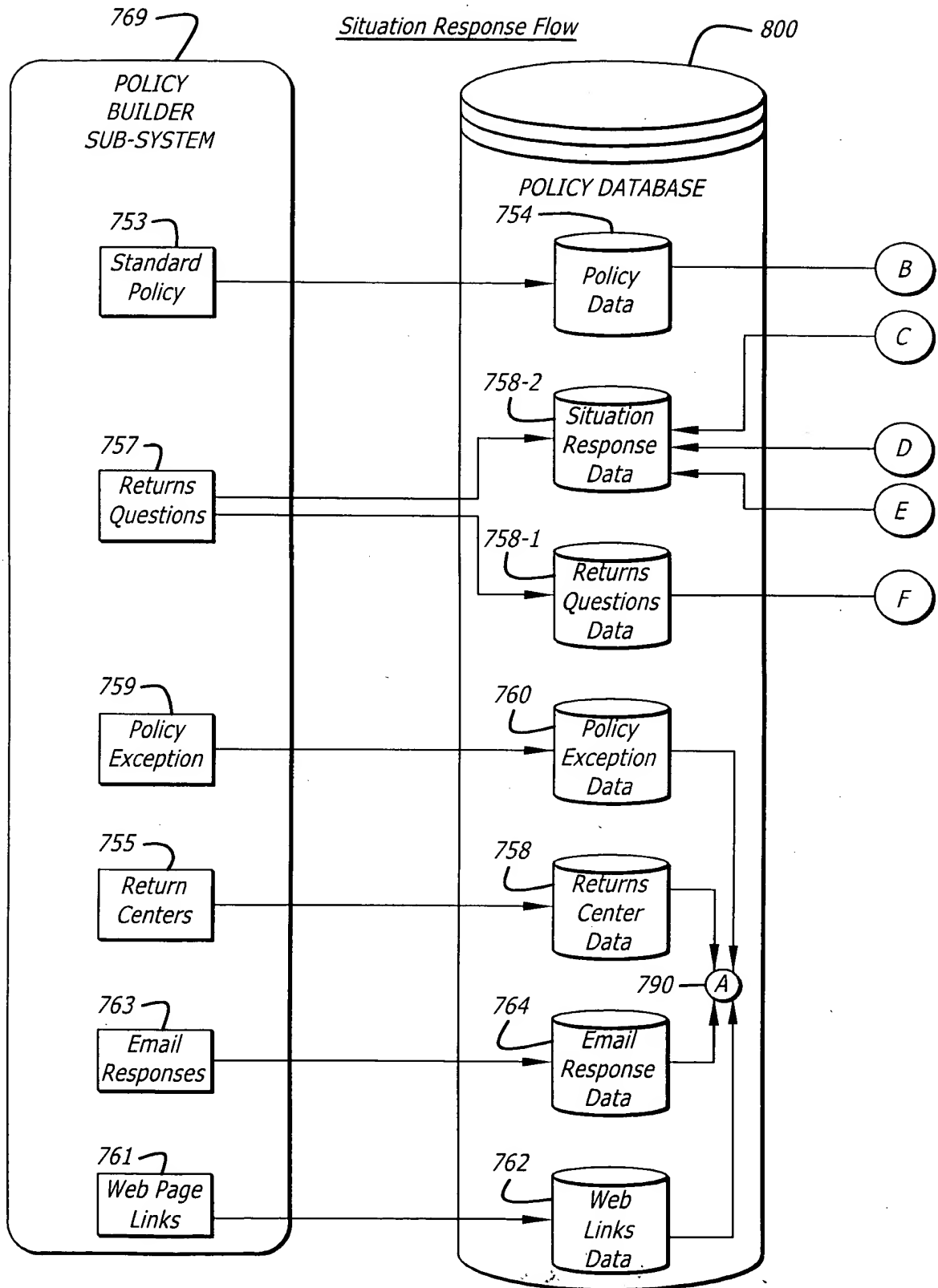


FIG. 35-1

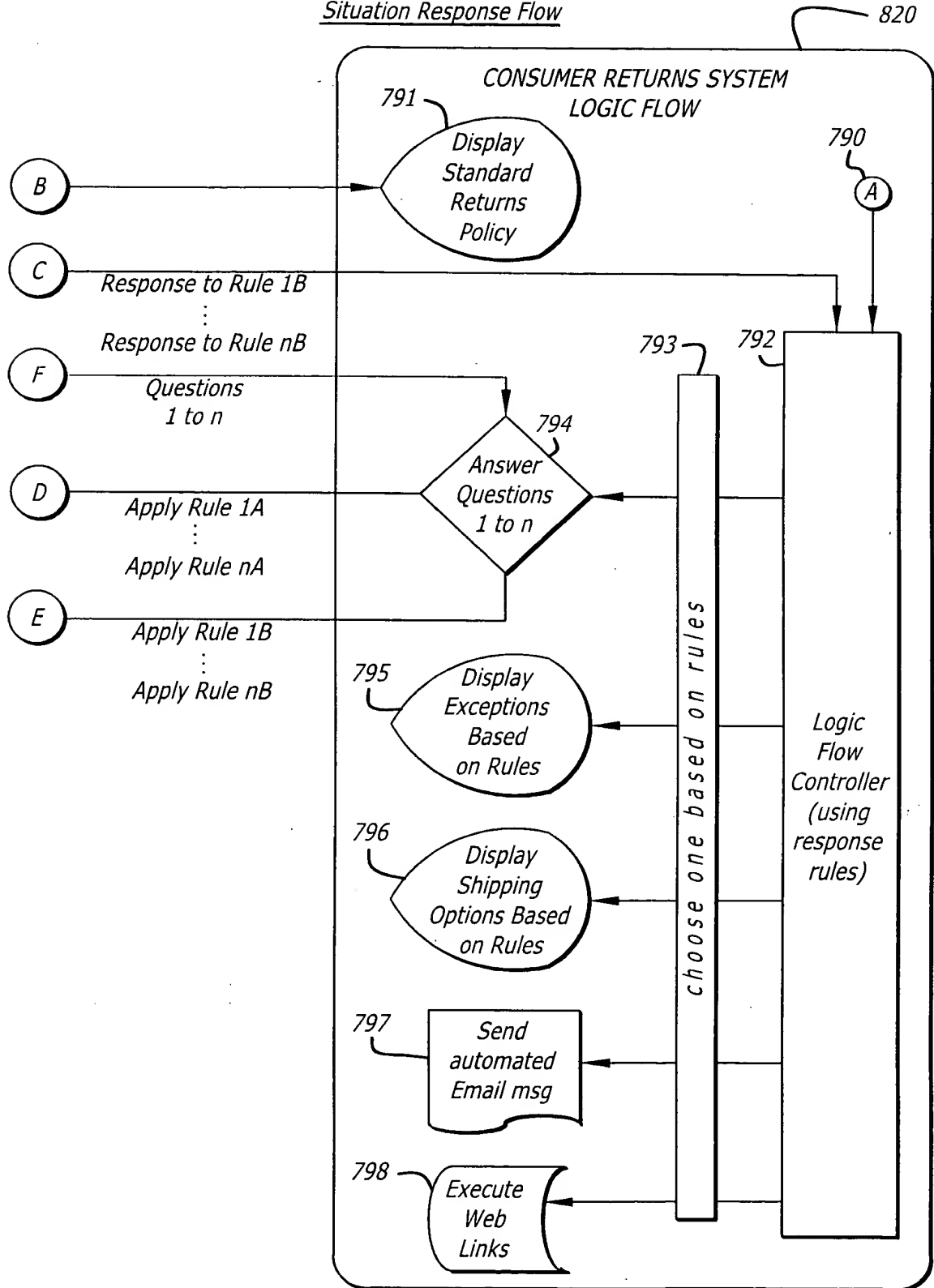


FIG. 35-2

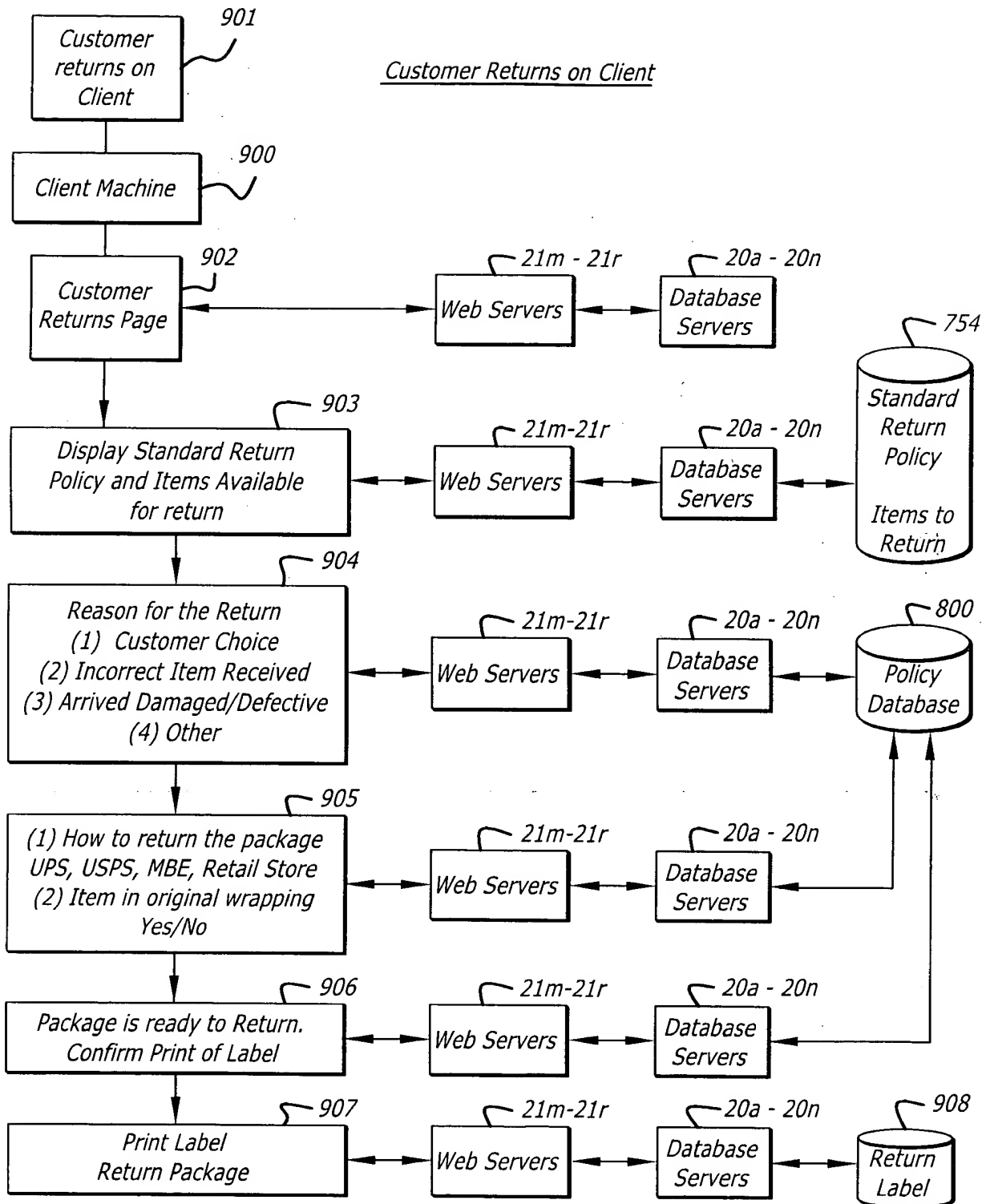


FIG. 36

**Merchant Logo**

**Merchant Main Menu Choices**

[Returns Service](#)
[Return to Your Order History](#)

---

**Order #:** 002-0152586-5576810 — 4401-1  
**Date:** July 19, 1999 at 09:58 AM PDT  
**Status:** All Items shipped

**Items to Return:**

4421-7 ☒ 1 of: RCA WSP150 900MHz Wireless Speakers (Electronics) } 4404-7  
 By: RCA  
 1 shipped on Jul. 20, 1999 via UPS Ground  
 Track your package with iShip.com

4405  
 Reason for Return: 4206

4427-1 ☐ Customer Choice — 4216  
 4427-2 ☐ Incorrect Item Received — 4207  
 4427-3 ☒ Arrived Damaged/Defective — 4212  
 4427-4 ☐ Other (please specify below): — 4220

Right speaker does not receive signal.

4406  
[Return to Your Order History](#)

Price: 4173  
 \$149.95  
 4173  
 Item(s) Subtotal Before Tax: \$149.95  
 Refunded Tax: \$12.90  
 4174 TOTAL: \$162.85  
 4172

4425  
 4426-1  
 4426-2

Next Step >>

[Top of Page](#)

FIG. 37



**Merchant Logo**

**Merchant Main Menu Choices**

[Returns Service](#) [Return to Your Order History](#)

**Returning Your Package:**

4213-1 { We apologize for the problem with your order. To process your refund, make sure your item(s) are in the original packaging and prepared for safe shipment.

4404-7 { 1 of: RCA WSP150 900MHz Wireless Speakers (Electronics)  
By: RCA  
Reason for return: Arrived Damaged or Defective  
Comments: Right speaker does not receive signal.

4173 Price: \$149.95

4212

4425

TOTAL REFUND: \$162.85

4172

Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.

4430 How would you like to return the package? (Select One)

4431 ☒ 4187-1 UPS ☐ 4188-1 US Postal Service ☐ 4190 Mail Boxes Etc. ☐ 4184 Retail Store

4432 Is your item packaged in the original shipping box?

4433 ☒ YES ☐ 4434 NO

4406

[Return to Your Order History](#)

[Next Step >>](#) 4422

[Top of Page](#)

FIG. 38

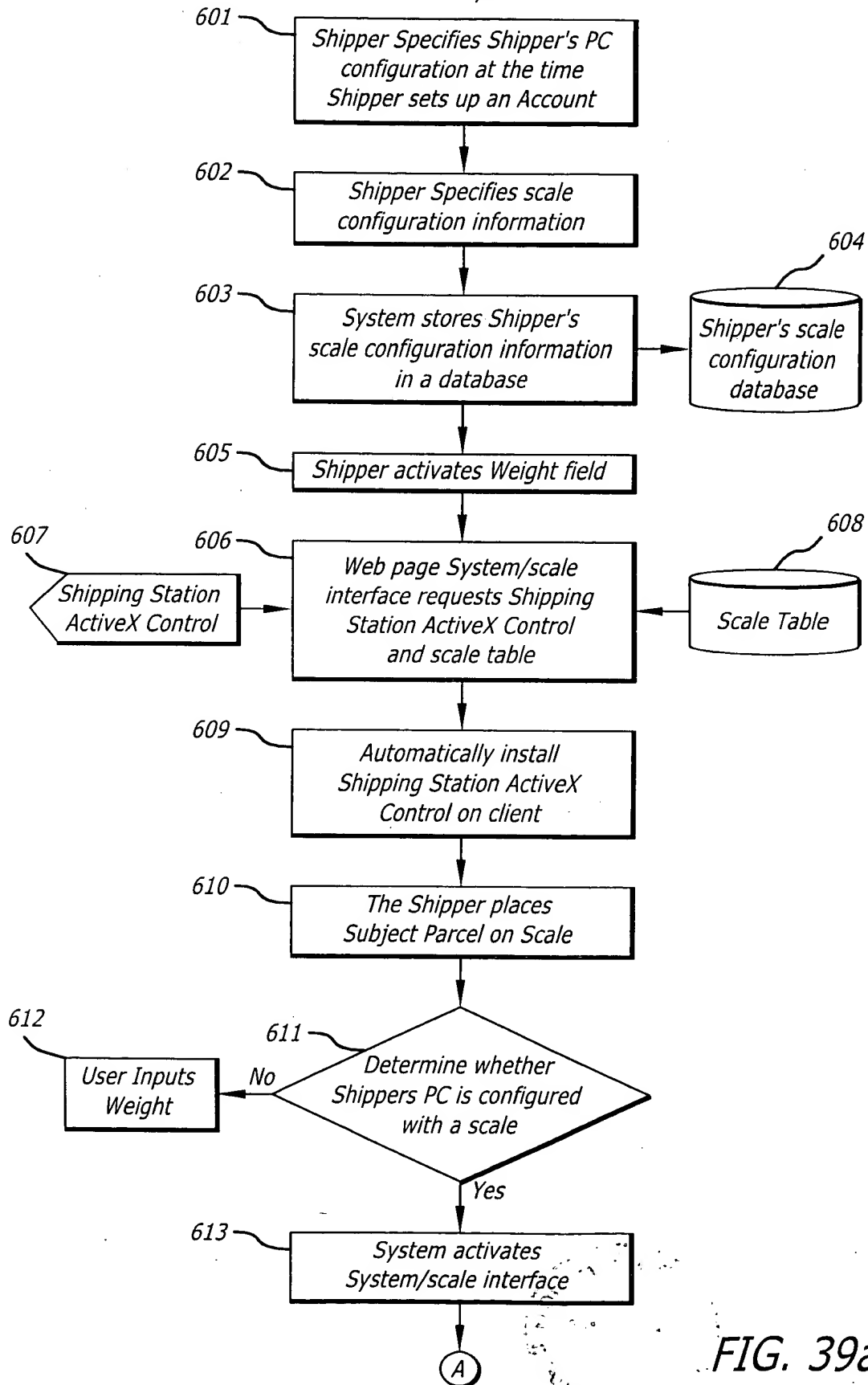


FIG. 39a

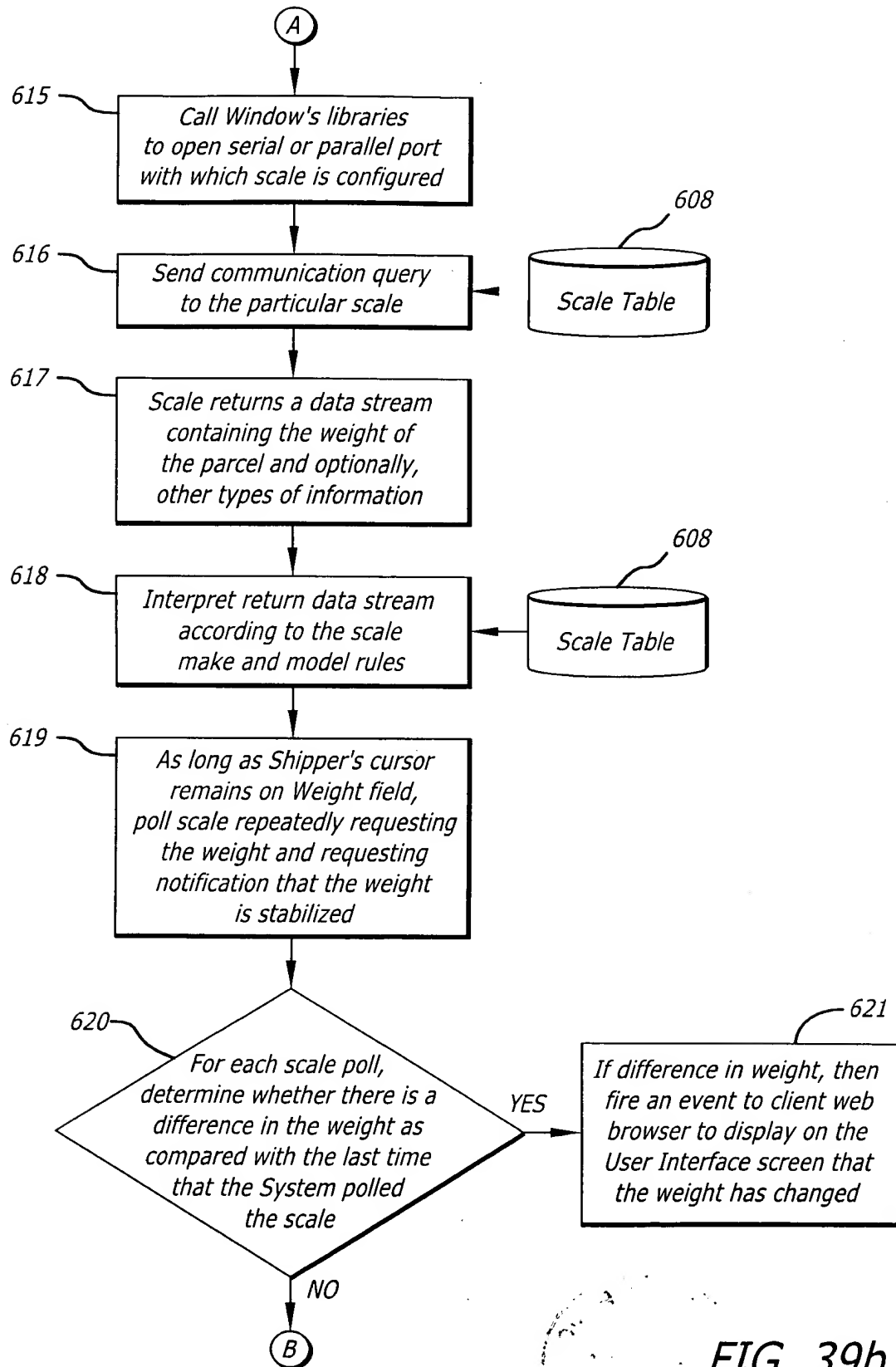


FIG. 39b

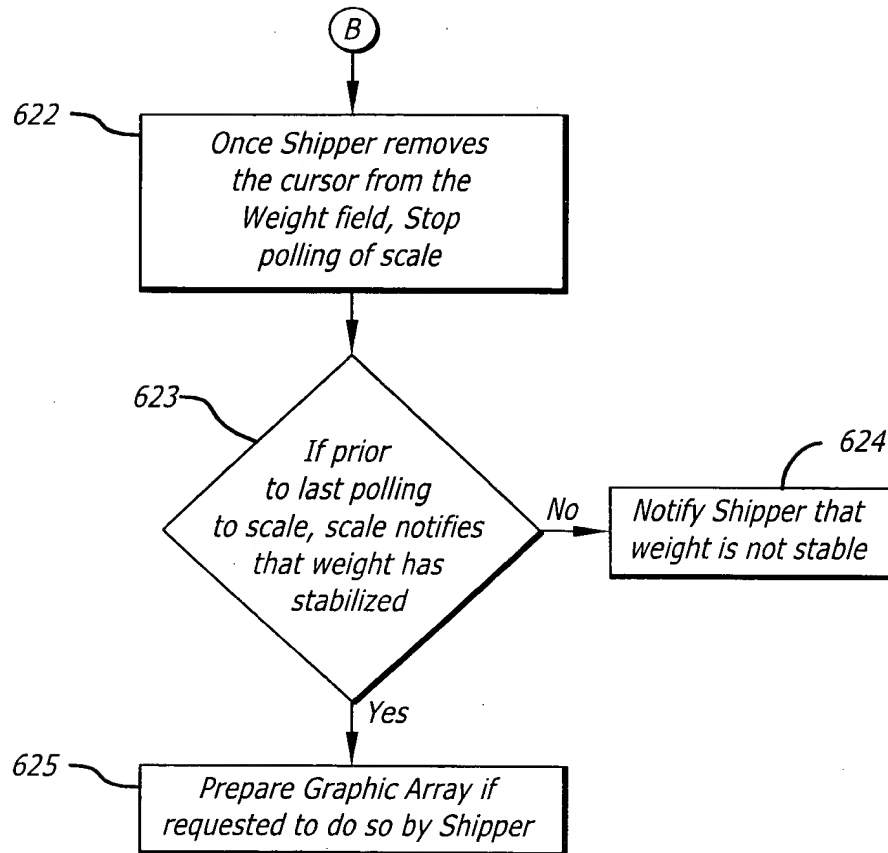


FIG. 39c

FIG. 40



Shipping Options		My iShip	Price It	Ship It	Track It	Sell It	Help
Ship date:	10/29/99 - Friday						
Delivery Options:	<input checked="" type="checkbox"/> <b>Delivery Deadline</b> <a href="#">[ Help ]</a> If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day. 11/02/99 - Tuesday						
	<input type="checkbox"/> <b>Guaranteed Delivery</b> <a href="#">[ Help ]</a> When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.						
	<input type="checkbox"/> <b>Deliver Without Signature</b> <a href="#">[ Help ]</a> Checking this box authorizes FedEx to deliver your shipment without obtaining a signature.						
	<input type="checkbox"/> <b>Set Earliest Delivery Time</b> <a href="#">[ Help ]</a> This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee. 9:30am						
	<input type="checkbox"/> <b>Documents Only</b> <a href="#">[ Help ]</a> <input type="checkbox"/> <b>Non-Dutiable</b>						
Compare the rates of these carriers:	<input checked="" type="checkbox"/> <b>Airborne Express</b> <input checked="" type="checkbox"/> <b>FedEx</b> <input checked="" type="checkbox"/> <b>UPS</b> <input checked="" type="checkbox"/> <b>UNITED STATES POSTAL SERVICE</b>						
	<b>NOTE:</b> Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges will be different from those shown.						
My Drop Off/Pickup location is:	My location by calling the carrier for pickup <a href="#">Drop Off Locator</a> <a href="#">[ Help ]</a>						
	If your Drop-Off/Pickup location is different for each carrier, go to <a href="#">Advanced</a> .						
Show retail rates:	<input type="radio"/> Yes <input checked="" type="radio"/> No      313-2						
	313-1 <a href="#">[ Help ]</a> Explanation about Retail Rates and what it means goes here. It will probably be two lines.						
		<a href="#">Show Rates</a> <a href="#">Save</a> <a href="#">Back</a> <a href="#">Next</a> <a href="#">Cancel</a>					

**Price It**  
[1 Shipment Info](#)  
[2 Package Info](#)  
[3 Shipping Options](#)  
[4 Rates and Times](#)  
[5 Ship Now](#)  
[Log Off](#)

[Having trouble?](#)  
[Questions or comments](#)

FIG. 41

FIG. 42

40/61

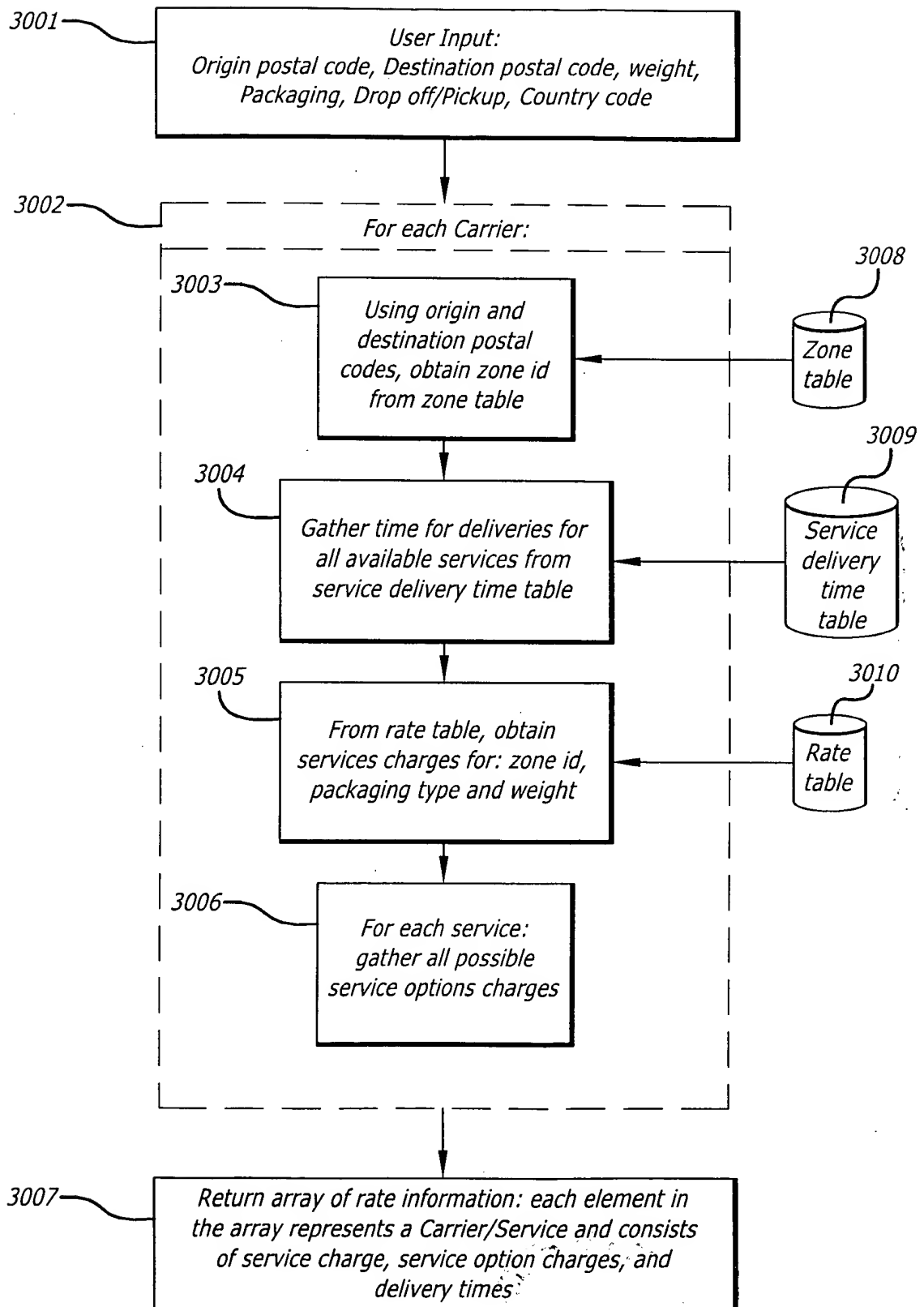


FIG. 43



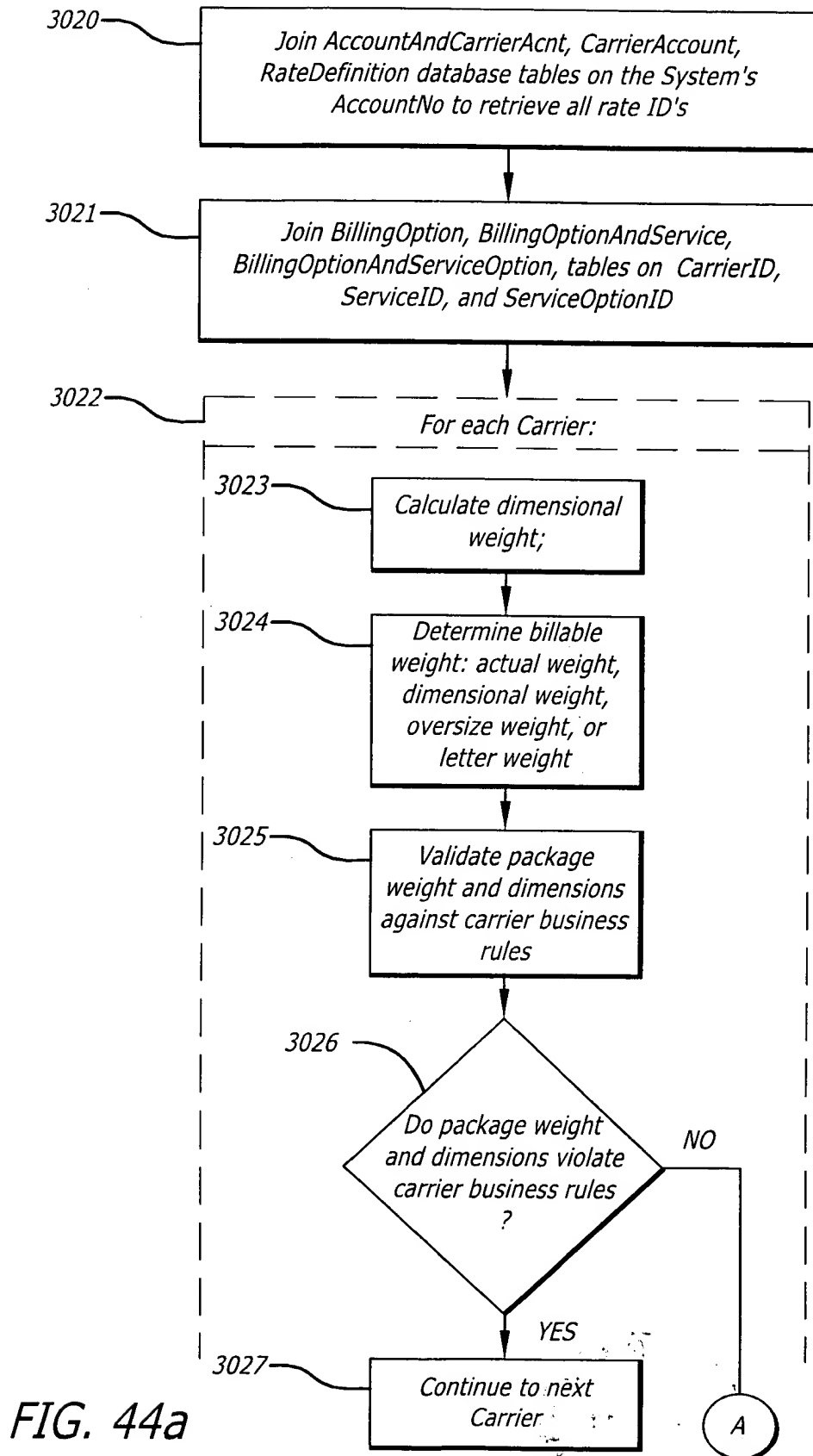


FIG. 44a

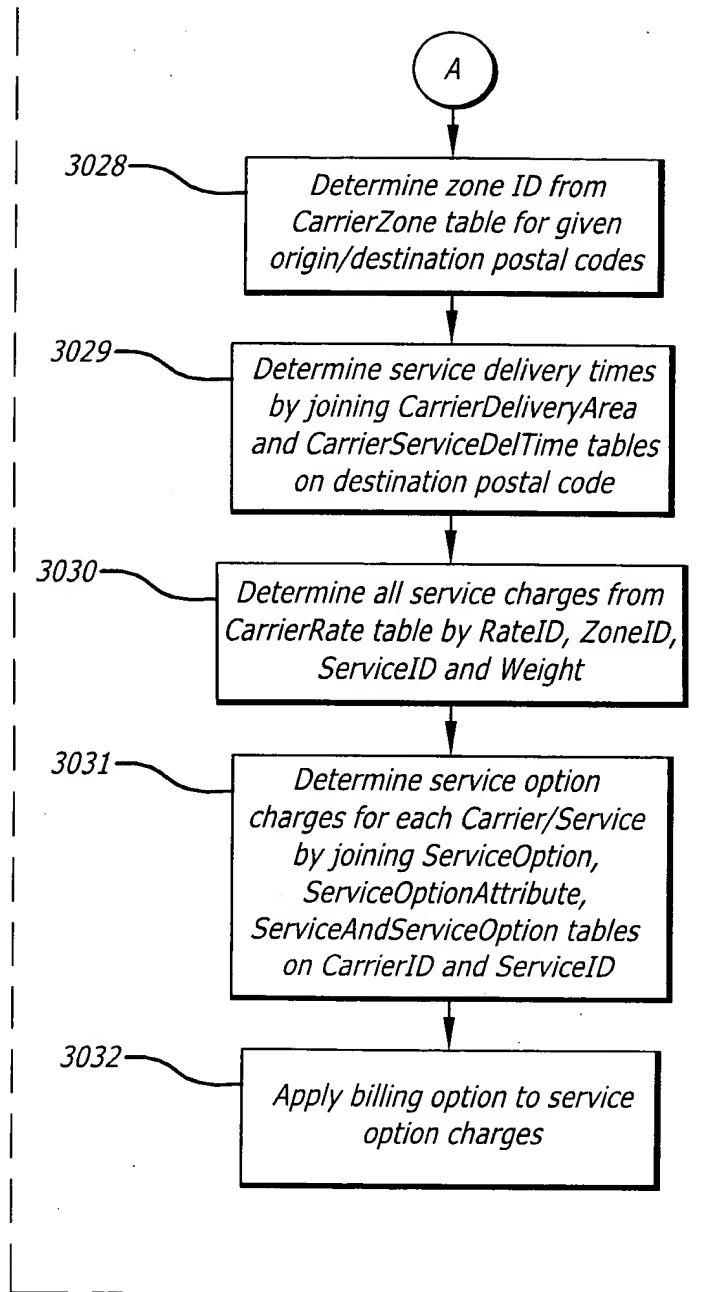


FIG. 44b

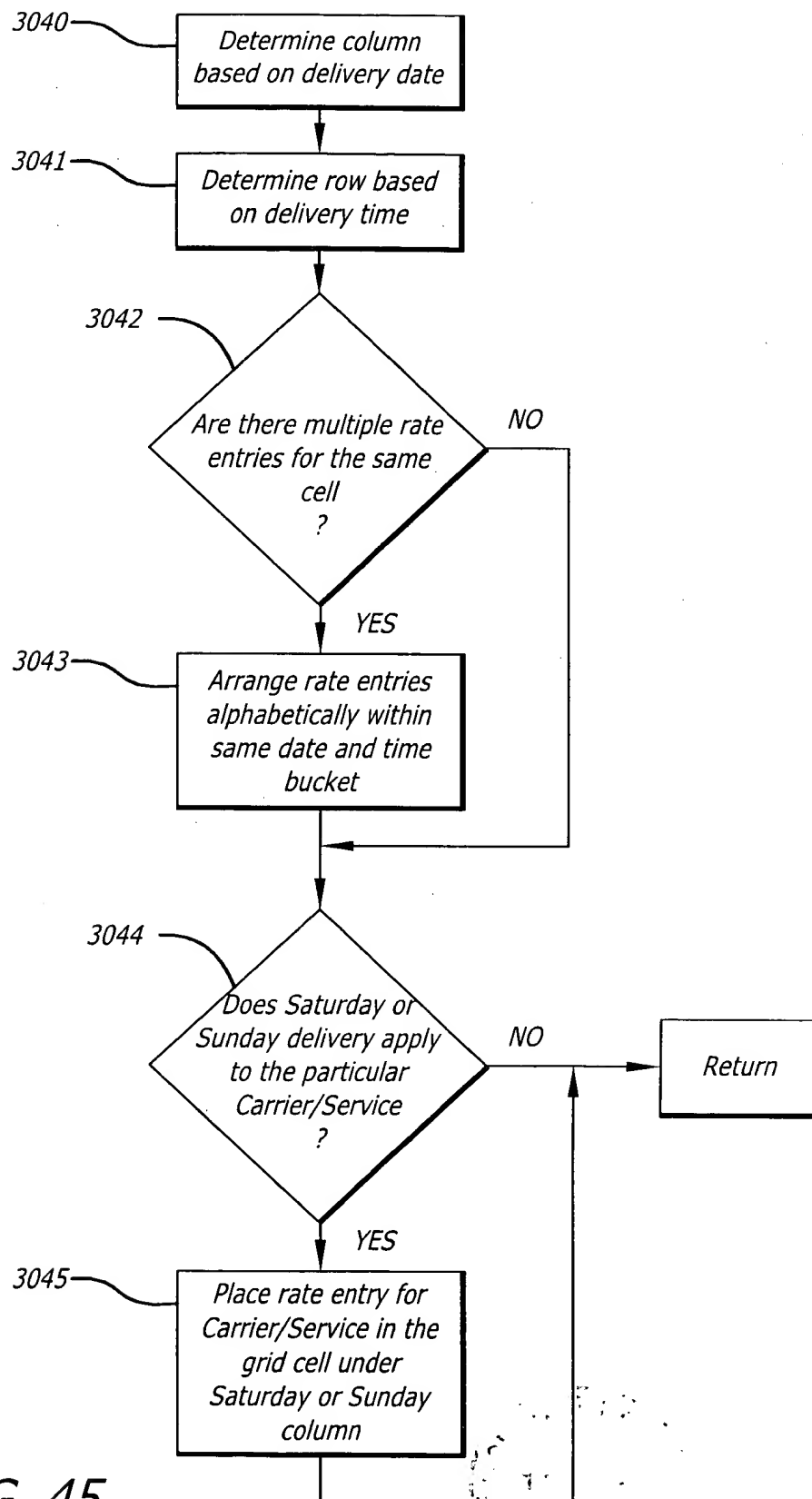


FIG. 45

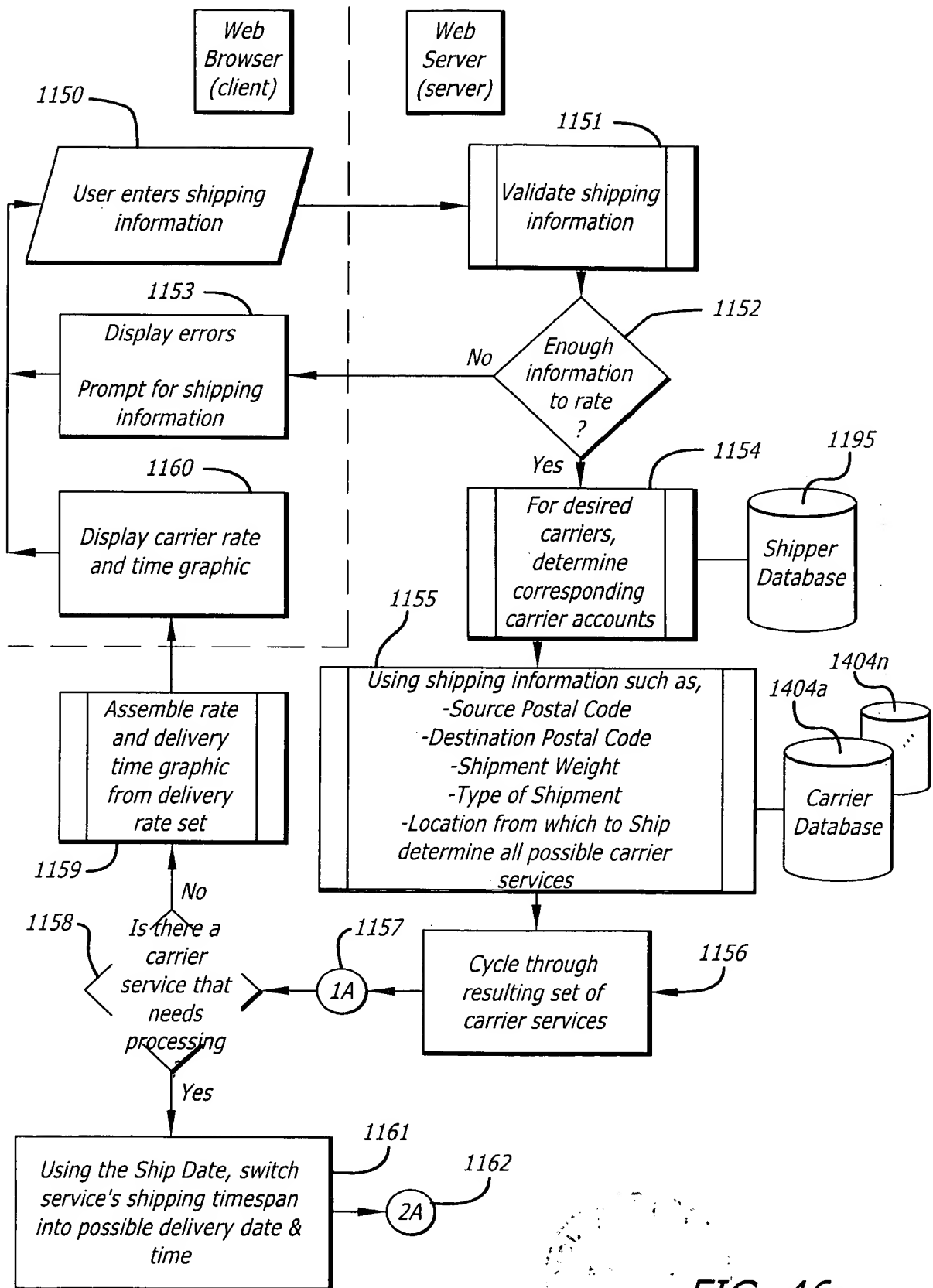


FIG. 46a

FIG. 46b

45/61

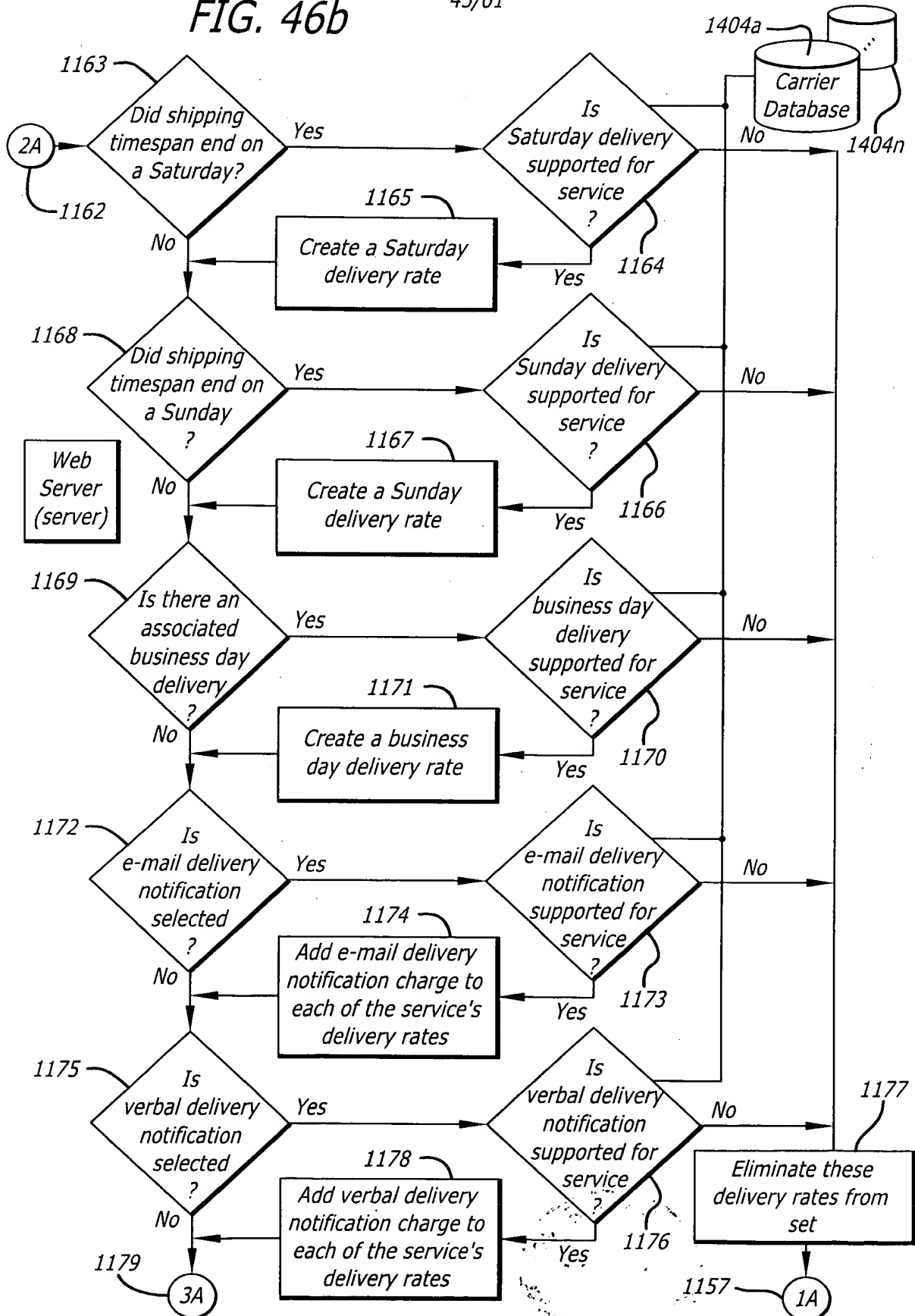
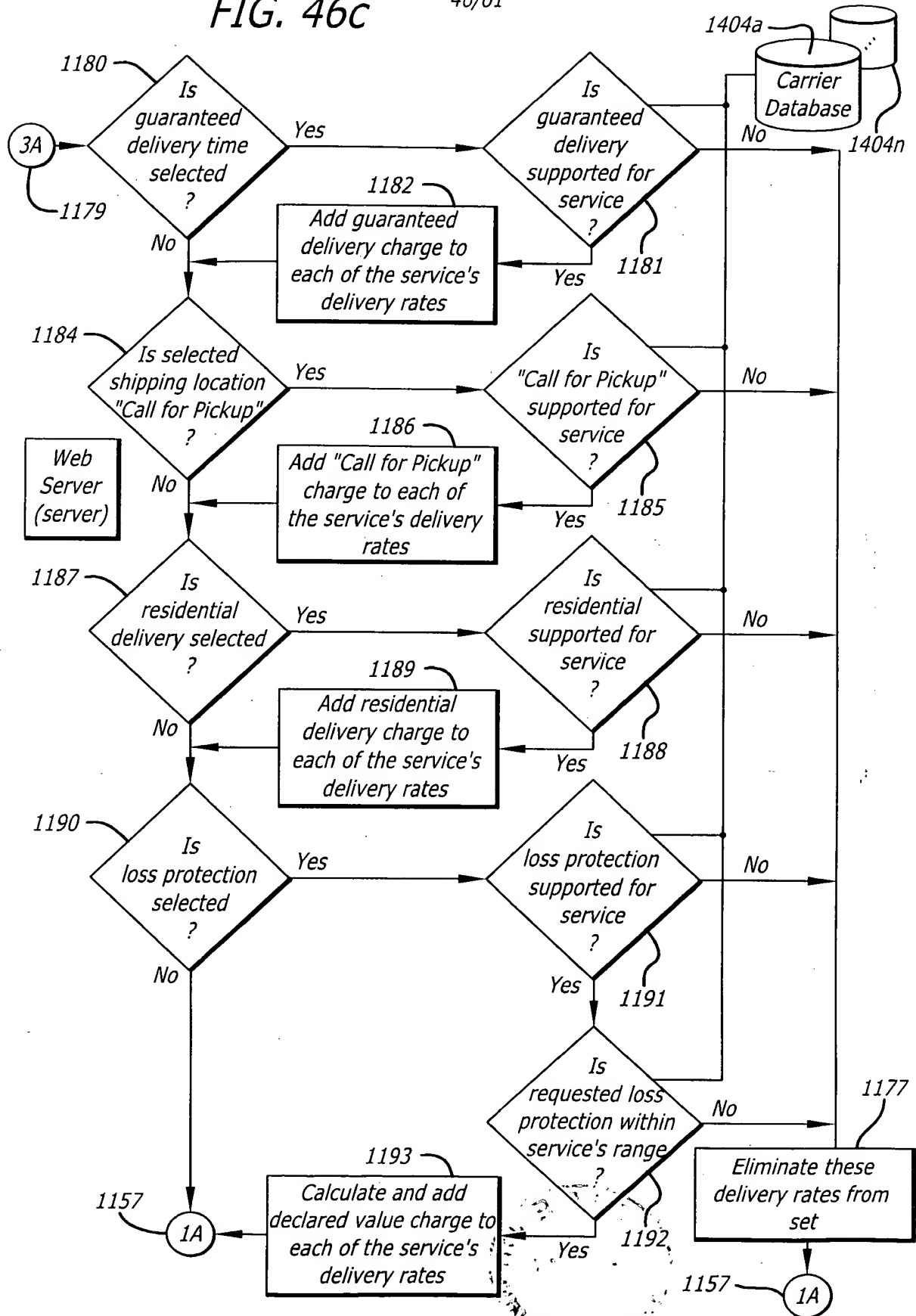


FIG. 46c

46/61



**iShip.com**

**5 Your Unique Link**    My iShip    Price It    Ship It    Track It    Sell It    Help

**Congratulations!**  
Your unique hyperlink is below. This link allows your buyers to accurately estimate their shipping charges.  
To use the link, **copy** the entire text from the box below and **paste** it into your item description.    [ Help ]

Your Link:    320 — `<a href="http://www.iship.com/SellIt/buyer.asp?pid=19a4b1e2c7ff11d381aa00902786c1b7">Click here to use iShip.com to view your shipping charges.</a>`

321 — ☐ Add to Saved Package List

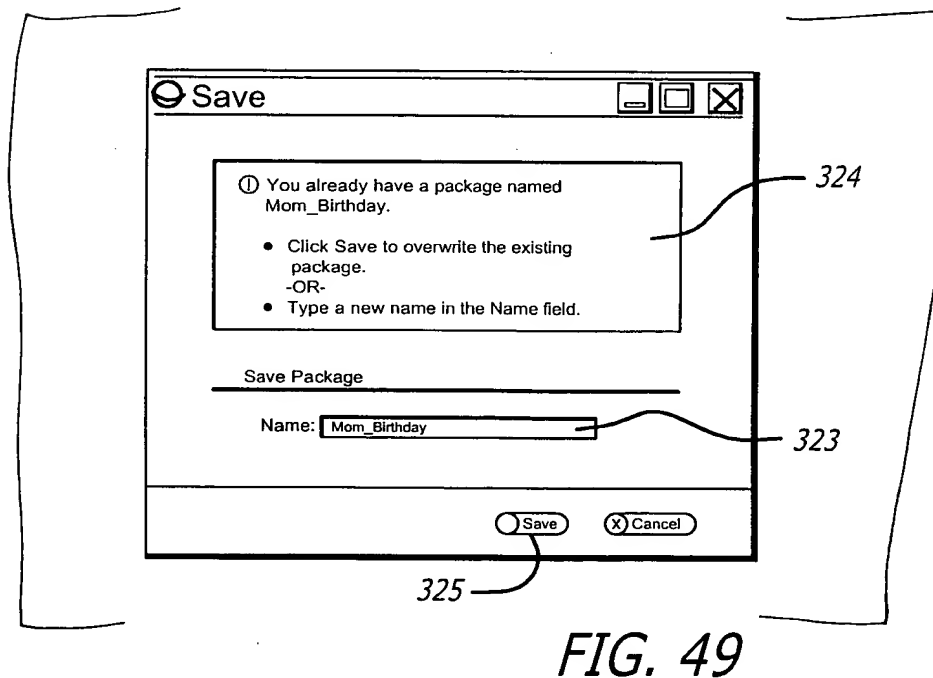
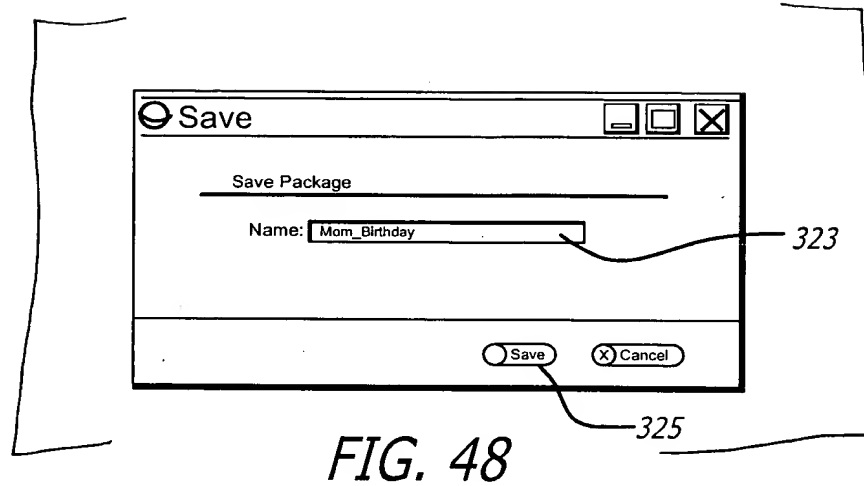
322 — [E-mail this quote](#)

**Sell It**  
1 [Shipment Info](#)  
2 [Package Info](#)  
3 [Shipping Options](#)  
4 [Preview Rates](#)  
5 [Create Link](#)  
> [Saved Packages](#)  
[Log Off](#)

[Having trouble?](#)  
[Questions or comments](#)

[Previous Rates](#)    [Save](#)    [Back](#)    [Cancel](#)

FIG. 47





`<a target="_new"`  
`href="http://iship.com/commerce/default.asp?K=A6V1XZ`  
`&W=10&V=0&H=0">View Tour Shipping Costs!</a>`

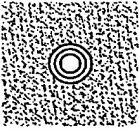


2210  
2210-1  
2210-2  
2211 2212 2213 2214

FIG. 50

`<a href="http://iship.com/Sellit/buyer.asp?"`  
`pid=f429b0d0abc411d39f8000902789280b"`  
`>Click here to use iShip.com to view your shipping charges.</a>`

2220  
2214

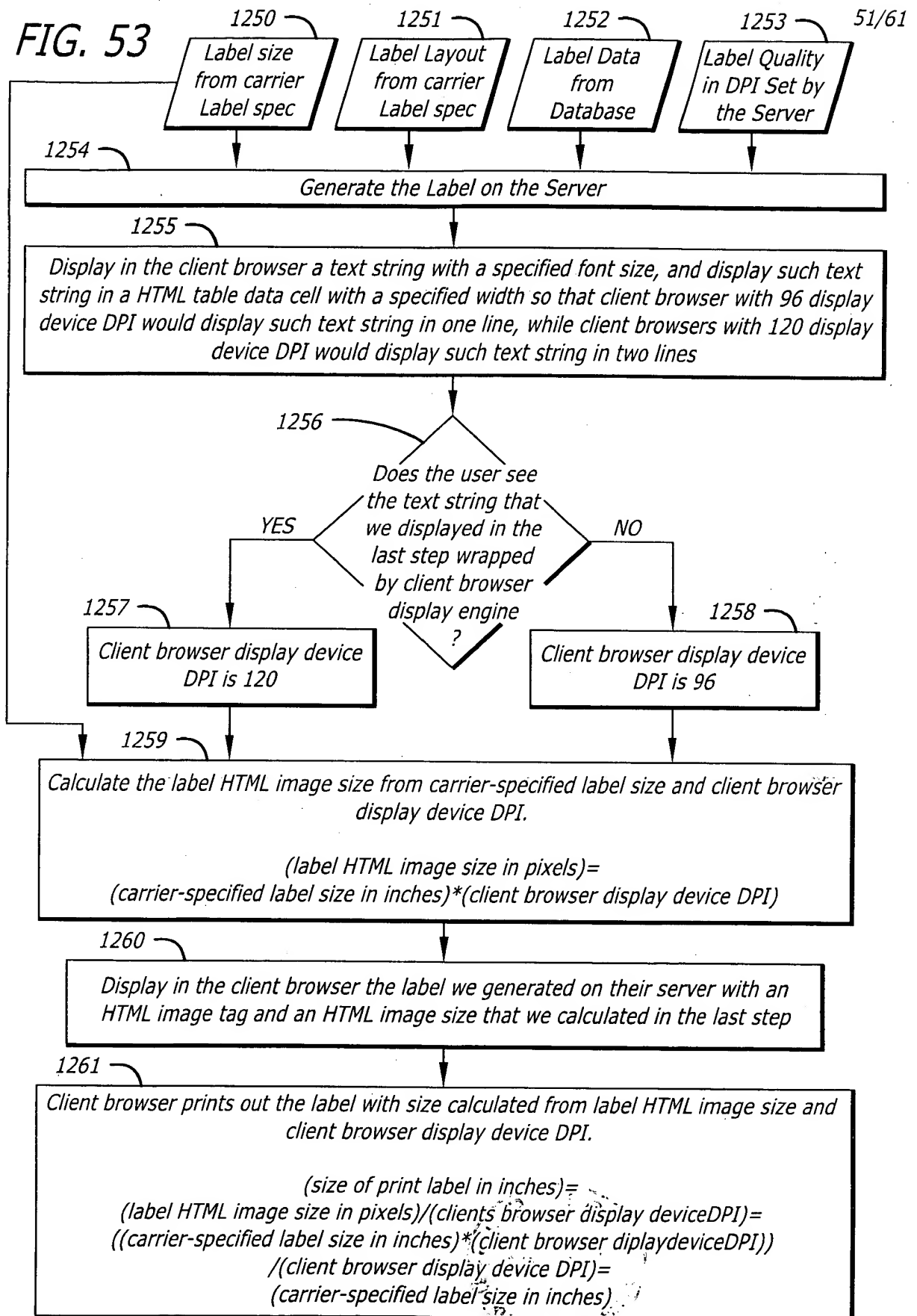
FIG. 51

SHANDELL (234) 234-2345 STREET CITY CA 93107		4 LBS 1 OF 1	
SHIP (234) 234-2345 TO: FIRST NAME STREET CITY CA 93107			
		(420) SHIP TO POSTAL CODE  (420) 93107	
UPS NEXT DAY AIR 1			
TRACKING #: 1Z 345 321 03 0002 8462			
			
		ISH 1.00	

330

FIG. 52

FIG. 53



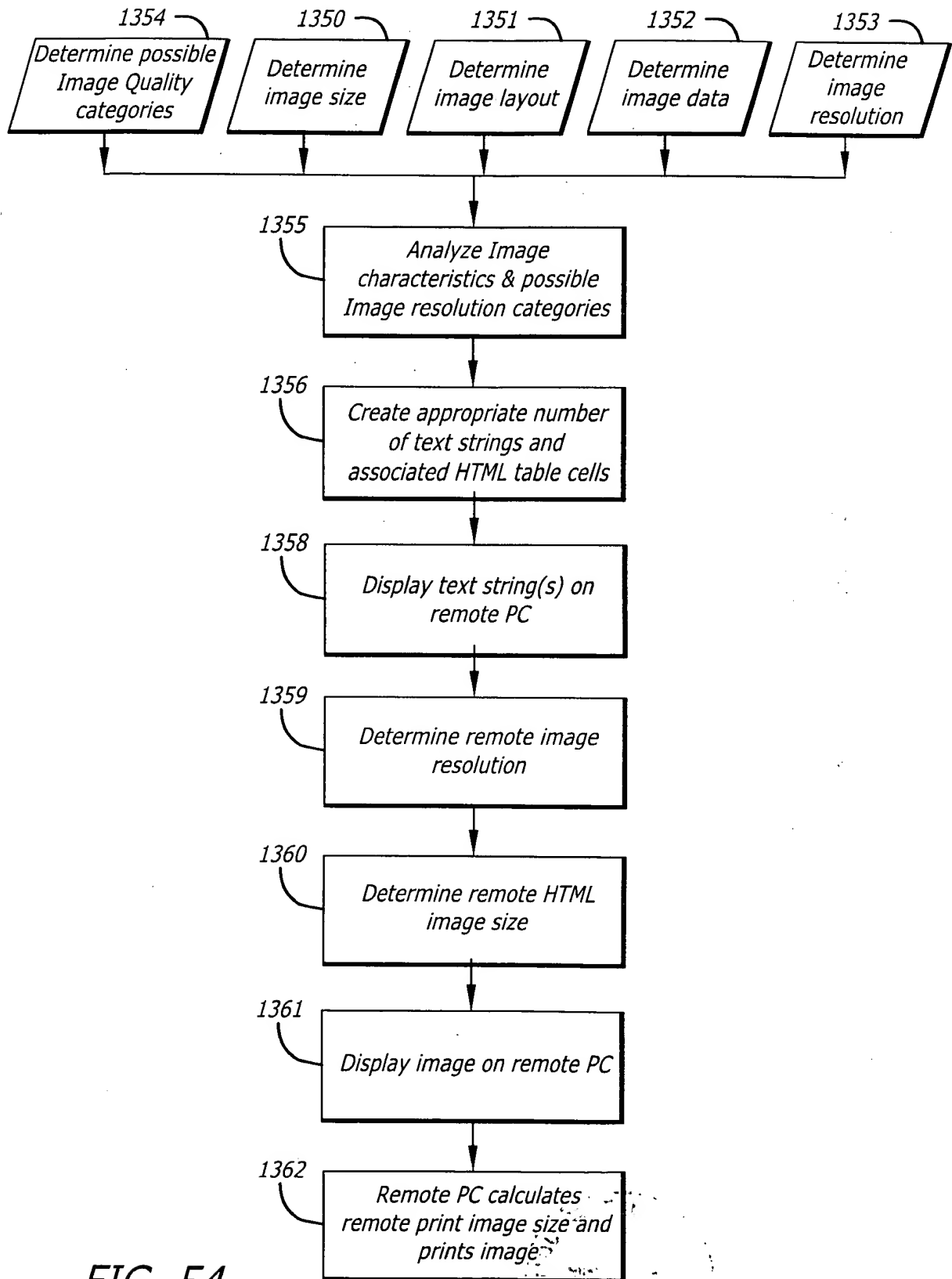


FIG. 54

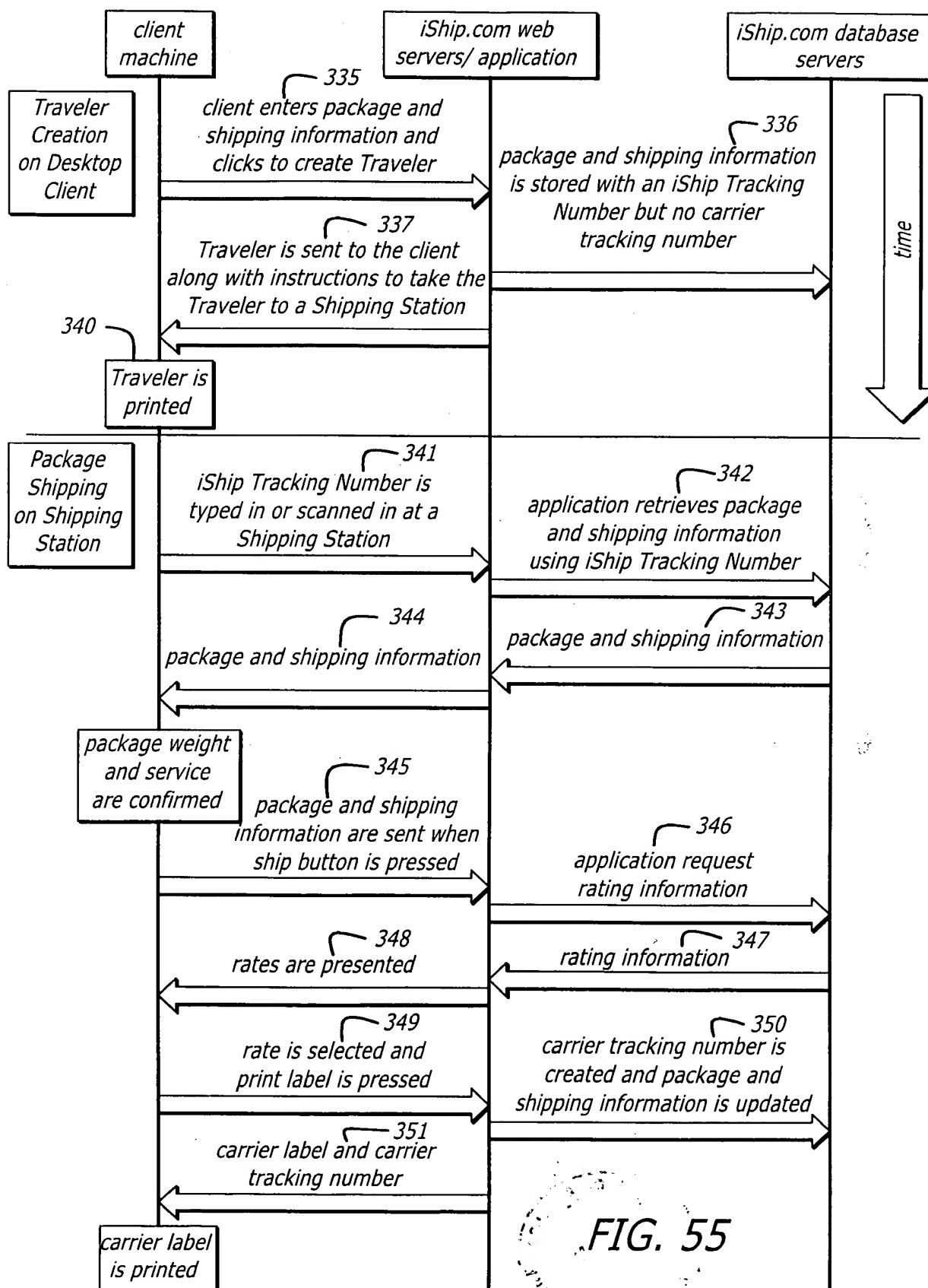


FIG. 55

361

**Your Package Traveler**

This is not a shipping label. Take your package and this Traveler to an iShip.com supported shipping counter.

Shipping Addresses	
<b>Return:</b> Lory Krett (425) 602-4848 iShip.com 3535 Factoria Blvd. SE Suite 500 Bellevue WA 98006	<b>Destination:</b> Diane Moon (509) 786-5555 Milne Fruit 800 Bennet Ave. Prosser WA 99350-8888

363

Package Info	
<b>Details:</b> 1 of 1 4 lbs Carrier Box	<b>Service:</b> UPS Ground <b>EPSO:</b> 12345472 <b>Price:</b> \$6.35


364

362

**iShip.com Tracking Number**

MATKP9GUZFXG3

360



[< Back] [x Cancel]

FIG. 56



**iShip.com**

**Confirmation** My iShip Price It Ship It Track It Sell It Help

370 Your shipping request has been completed!  
Directions about what to do next goes here.

362

Your iShip Package No.: M ANEYZN 89WBTF

Your Shipment:

371

Shipment:  
Computer, speakers, software,  
manuals  
10" x 8" x 5"  
4 to 2oz

Service:  
UPS Ground

Options:  
Loss Protection

Drop Off Location:  
Jim Ship  
iShip.com  
3535 Factoria Blvd. SE  
Floor 5  
Bellevue WA 98005  
jims@iship.com  
(425) 602-4848

Destination:  
Diane Moon  
Mine Fruit  
12020 101st Ave NE  
Suite 300  
Ellensburg WA 98926  
United States  
(509) 555-9720

Your Charges:

372

Service Charge: \$ 6.30  
Service options: \$ .35  
Total Cost: \$ 6.65

UPS Account:  
1234 5678 9101 1213  
iShip.com

Ship It  
1 Ship It Addresses  
2 Package Info  
3 Shipping Options  
4 Rates and Times  
5 Payment  
6 Print  
Log Off

Having trouble?  
Questions or comments

Previous Rates Save Back Cancel

FIG. 57

**iShip.com**

380

1 | Track a shipment My iShip Price It Ship It Track It Sell It Help

Track your package in one easy step. Enter the package tracking number in the field below and then click Next. In moments you'll learn where your package is and, if it's been delivered, who signed for it. [ Help ]

Tracking Numbers:

#1 381a 381b  
#2 381c 381d  
#3 381e  
#4  
#5

Airborne EXPRESS FedEx UPS UNITED STATES POSTAL SERVICE YELLOW

Track It  
1 Tracking Number  
2 Tracking Results  
Shipping History  
Log Off

Having trouble?  
Questions or comments

Reset Submit Done

382

FIG. 58

**iShip.com**

2 Your Tracking Information

Click on the iShip Tracking Number for more information. [ Help ]

Status as of 11/23/99, 11:22:30 AM Pacific Standard Time

Status	iShip.com Tracking No.	Destination	Service	Ship Date	Deliv. Date
①	M.ANEYZN89WBTF	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
②	M.BOEYUN90WBTF	Ellensburg WA	UPS Ground	02/18/00	
③	M.CPEYYN91WBTF	Santa Monica CA	UPS Ground	02/18/00	
④	M.DOEYYN92WBTF	Portland OR	UPS Ground	02/18/00	
⑤	M.EREYXN93WBTF	Spokane WA	UPS Ground	02/18/00	

Status Icons: ① Shipped ② In Transit ③ Delivered ④ Exception ⑤ Unable to track

392-1 392-2 392-3 392-4

391-1b 391-1a 391-2a 391-2b 391-5a 391-5b

390

① Track It  
1 Tracking Number  
2 Tracking Results  
Shipping History  
Log Off

Having trouble?  
Questions or comments

Back Done

FIG. 59

**iShip.com**

2 Your Tracking Information

Click on the iShip Tracking Number for more information. [ Help ]

Status as of 11/23/99, 11:22:30 AM Pacific Standard Time

Status	iShip.com Tracking No.	Destination	Service	Ship Date	Deliv. Date
①	M.ANEYZN89WBTF	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
②	M.BOEYUN90WBTF	Ellensburg WA	UPS Ground	02/18/00	
③	M.CPEYYN91WBTF	Santa Monica CA	UPS Ground	02/18/00	
④	M.DOEYYN92WBTF	Portland OR	UPS Ground	02/18/00	
⑤	M.EREYXN93WBTF	Unable to track. Click on the tracking number to resubmit.			

Status Icons: ① Shipped ② In Transit ③ Delivered ④ Exception ⑤ Unable to track

391-5a 391-5b 391-5c

① Track It  
1 Tracking Number  
2 Tracking Results  
Shipping History  
Log Off

Having trouble?  
Questions or comments

Back Done

FIG. 60



57/61

**iShip.com**

My iShip Price It Ship It Track It Sell It Help

**2 Your Tracking Information - Unable to Track**

We were unable to track your package.  
**11W3345001Z234** **430** [More](#)

Please make sure the tracking number is correct, select a carrier from the list below, and click on Submit.

Tracking number: **11W3345001Z234** **431**

Carrier: **(Select One)** **432-2**

Ship date (+/- 4days): **98006** (mm/dd/yyyy) **433**

Airborne EXPRESS FedEx UPS UNITED STATES POSTAL SERVICE YELLOW

[Back](#) [Submit](#) [Reset](#) [Done](#)

**Track It**

1 Tracking Number

2 Tracking Results

Shipping History

Log Off

Having trouble?

Questions or comments

FIG. 61

**iShip.com**

My iShip Price It Ship It Track It Sell It Help

**2 Your Tracking Information**

Status as of Tuesday, November 23, 1999 11:22:30 AM Pacific Standard Time

**Tracking results:**

Status: IN TRANSIT

Carrier: UPS

Service: GROUND

iShip Number: M ANEYZH 89WBTF

Tracking: 1Z3374W50100023174

Ship Date: Monday, November 22, 1999

Destination: PROSSER, WA US

Expected Delivery Date: Tuesday, November 23, 1999

Expected Delivery Time: 12:00:00 PM

Last Scan: 11/23/99 10:38:00 AM LOCATION SCAN KENNEWICK, WA US

[Help](#)

**E-mail Notifications:**

Send the URL of this tracking info to e-mail recipients and/or request e-mail notification of delivery. Simply fill out names and corresponding e-mail addresses below, check the appropriate box and then click Submit.

Name: E-mail address:

#1 John Jadwin john025@this\_email.com

#2 Sarah Lewis sarah01@email.com

#3

Message:

☒ Send notification when the package has been delivered.

☒ Send the URL of this tracking info.

[Back](#) [Submit](#) [Track Another](#) [Reset](#) [Done](#)

**Track It**

1 Tracking Number

2 Tracking Results

Shipping History

Log Off

Having trouble?

Questions or comments

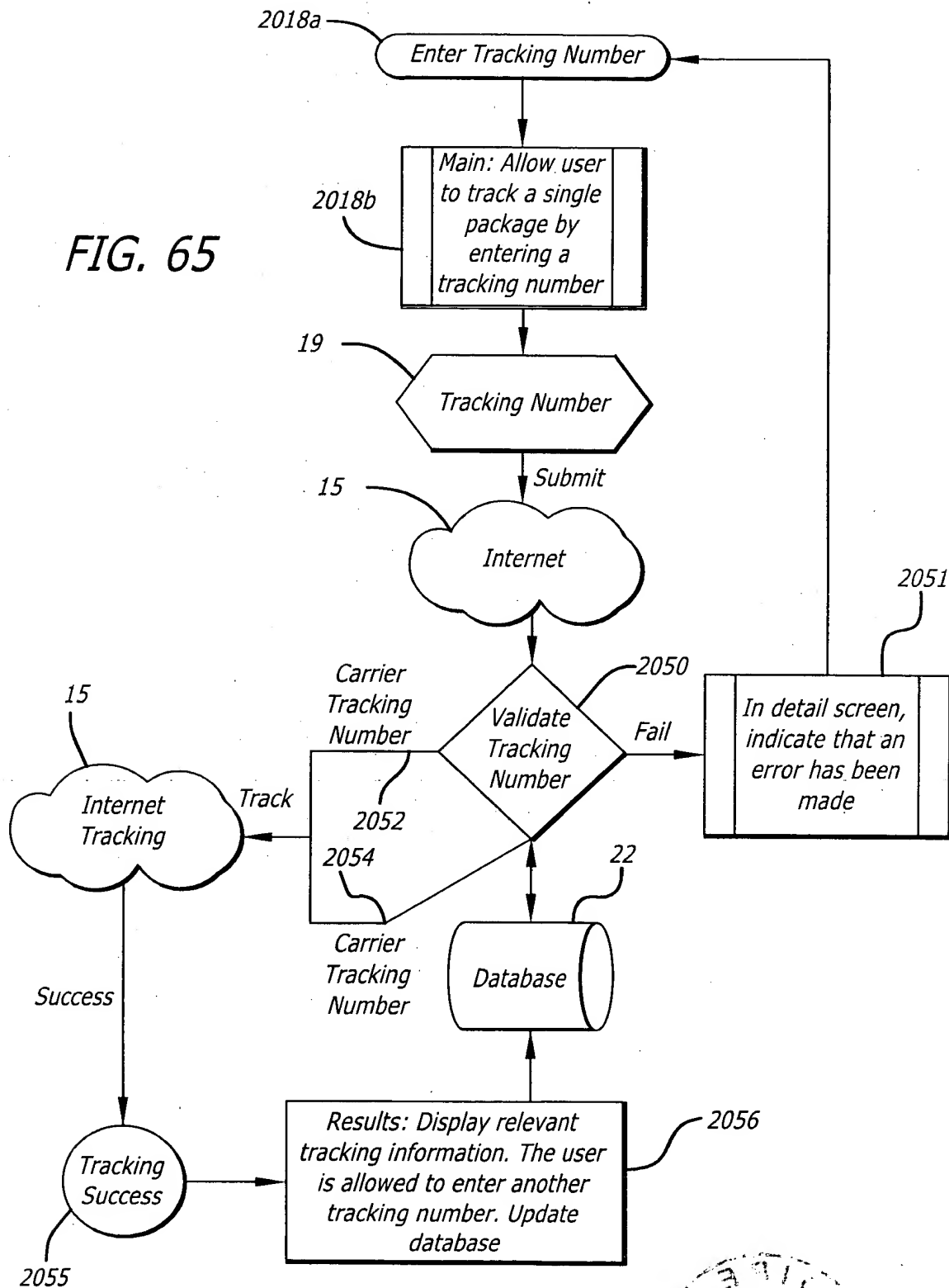
FIG. 62

Shipping History				My iShip	Price it	Ship it	Track It	Sell it	Help
PENDING	OUTBOUND	INBOUND		409	410	411	412	413	Track It
Status: [All]	Ship To:	SHIP TO	PKGS	SHIP TRACKING #	CARRIER/SERVICE	SHIP DATE	DELV. DATE		Tracking Number
<input checked="" type="checkbox"/> IN TRANSIT	Diane Moon	424	1	MATKP9G GDE73R	UPS Ground	11/22/99	414	-	2 Tracking Results
<input type="checkbox"/> IN TRANSIT	Tanya Wagner	426	1	MATKP9G MZVTOS	UPS Ground	11/22/99	420	-	Shipping History
<input type="checkbox"/> IN TRANSIT	Adam Krett		1	MATKP9G UDG31C	UPS Ground	11/22/99	-	-	Log Off
<input checked="" type="checkbox"/> IN TRANSIT	John Smith		2	MATKP9G 7NV7W9	UPS Ground	11/22/99	-	-	
<input checked="" type="checkbox"/> DELIVERED	Jacob Lewis		1	MATKP9G 7JBZA7	Airborne Second Day	10/19/99	10/21/99		
<input type="checkbox"/> DELIVERED	Carol Doyle		3	MATKP9G MJBA5	FedEx 2Day	10/11/99	10/13/99		
<input type="checkbox"/> DELIVERED	Tanya Wagner		1	MATKP9G UBQ31Z	UPS Next Day Air	10/12/99	10/13/99		
<input type="checkbox"/> DELIVERED	ACME Co.		1	MATKP9G GEE93Q	Airborne Next Afternoon	10/15/99	10/16/99		
<input checked="" type="checkbox"/> DELIVERED	Diane Moon		1	MATKP9G 4BP31M	UPS Ground	09/24/99	09/26/99		
<input type="checkbox"/> DELIVERED	Diane Moon		1	MATKP9G 7MQ3Q8	UPS Ground	09/22/99	09/24/99		
<input type="checkbox"/> DELIVERED	Candace Moon		1	MATKP9G MRVP1Q	FedEx Standard Overnight	09/20/99	09/21/99		
<input type="checkbox"/> DELIVERED	Jim Ship		2	MATKP9G UZQ319	UPS Ground	09/14/99	09/15/99		
<input type="checkbox"/> DELIVERED	Tanya Wagner		1	MATKP9G 7BQ31M	UPS Ground	09/12/99	09/14/99		
<input type="checkbox"/> DELIVERED	Adam Krett		1	MATKP9G MXQT8S	UPS Ground	08/02/99	08/04/99		
<input type="checkbox"/> DELIVERED	Adam Krett		1	MATKP9G GDV50R	UPS Ground	07/09/99	07/11/99		
<div style="text-align: right;"> <a href="#">Delete</a> <a href="#">Track It</a> <a href="#">More</a> <a href="#">Cancel</a> </div>									

Having trouble? Questions or comments

FIG. 64

FIG. 65



```

<iship.com.request xmlns="x-schema:http://iship.com/api/schema/trackrequest.xml"
transactionid="3855BD2185E111d3984400A0C9D6C226">
  <header mode="interactive">
    <version major="0" minor="1"/>
    <batch id="AE5E54F08E2311d3984900A0C9D6C226"
      url="http://shasta/api/track/trackresponse.asp" email="bob@iship.com"/>
  </header>
  <signon sessionid="" userid="test" password="7777777"/>
  <trackit>
    <package sequencenumber="1">
      <trackingnumber carrier="ups">
        1Z1812530202075466
      </trackingnumber>
    </package>
  </trackit>
  <logout/>
</iship.com.request>

```

FIG. 66

```

<iship.com.response transactionid="3855BD2185E111d3984400A0C9D6C226">
  <status ishiprcode="0" signonrcode="0" trackitrcode="0" parsercode="0"
  systemrcode="0"/>
  <trackit>
    <package sequencenumber="1" packagercode="0">
      <deliveredto></deliveredto>
      <deliverylocation>LEFT AT 3S</deliverylocation>
      <signedby>HOWARD</signedby>
      <lastscan>9/1/99 1:50:00 PM DELIVERY </lastscan>
      <status>Delivered</status>
      <deliverytime>9/1/99 1:50:00 PM</deliverytime>
      <carrier>UPS</carrier>
      <service>2ND DAY AIR</service>
      <shipdate>8/28/99 </shipdate>
      <trackingnumber>1Z1812530202075466</trackingnumber>
      <scanlocation>FORT HAMILTON, NY US</scanlocation>
      <weight>400</weight>
    </package>
  </trackit>
</iship.com.response>

```

FIG. 67



**This Page is Inserted by IFW Indexing and Scanning  
Operations and is not part of the Official Record**

**BEST AVAILABLE IMAGES**

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images include but are not limited to the items checked:

- ☒ **BLACK BORDERS**
- ☒ **IMAGE CUT OFF AT TOP, BOTTOM OR SIDES**
- ☐ **FADED TEXT OR DRAWING**
- ☐ **BLURRED OR ILLEGIBLE TEXT OR DRAWING**
- ☐ **SKEWED/SLANTED IMAGES**
- ☒ **COLOR OR BLACK AND WHITE PHOTOGRAPHS**
- ☐ **GRAY SCALE DOCUMENTS**
- ☒ **LINES OR MARKS ON ORIGINAL DOCUMENT**
- ☒ **REFERENCE(S) OR EXHIBIT(S) SUBMITTED ARE POOR QUALITY**
- ☐ **OTHER:** \_\_\_\_\_

**IMAGES ARE BEST AVAILABLE COPY.**

**As rescanning these documents will not correct the image problems checked, please do not report these problems to the IFW Image Problem Mailbox.**